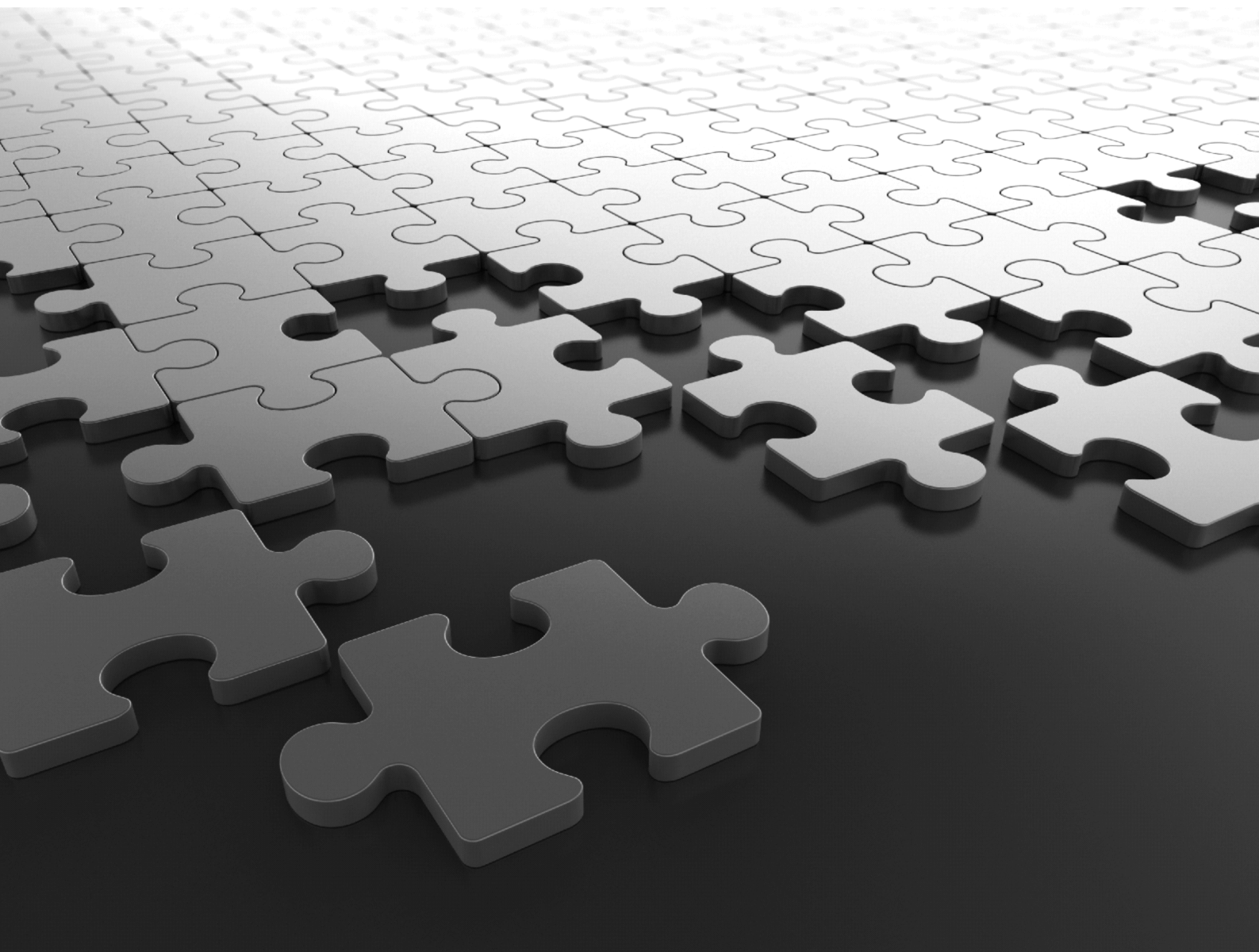


SARVAM UCS Hospitality System Manual



SARVAM UCS for Hospitality

The Communication Lifeline
of the Hospitality Industry

System Manual



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Welcome!

Thank you for choosing the Matrix SARVAM UCS for Hospitality! We hope you will make optimum use of this intelligent, fully hosted and managed Unified Communication Server. Please read this document carefully before installing the system. You are recommended to familiarize yourself with the product first by reading the *SARVAM UCS System Manual*.

About this System Manual

This System Manual provides information and instructions for setting up and operating the system in hotels and health care establishments.

This document does not provide any product information or instructions for wiring or hardware installation. Depending on the platform you have purchased, refer to the section '*Installing ETERNITY LENX*', '*Installing ETERNITY MENX*', '*Installing ETERNITY GENX*' or '*Installing ETERNITY PENX*' in the System Manual for information on hardware and installation.

This is a common documentation for all the platforms and the SARVAM UCS Application. This document is written with reference to the ETERNITY GENX platform and SARVAM UCS SME Application.

For a quick installation of the system, you may refer the SARVAM UCS Quick Start. The documentation can be found at <https://www.matrixtelesol.com/product-manuals.html>

You may view or download the SARVAM UCS Quick Start/ SARVAM UCS System Manual by scanning the QR Code printed on the Product Label/Packaging Label.

For product registration and warranty related details, please visit <https://www.matrixcomsec.com/product-registration-form.html>

Intended Audience

This System Manual is aimed at:

Installers/System Engineers, who will install, maintain and support the system. They are persons who customize the system configuration to meet the requirements of the users. It is assumed that they are trained and experienced in telecom wiring technology, installing and operating Servers and the various technical terms and functions associated with it.

Front Desk Users/System Administrators, who are persons in the hotel who will actually operate the system. These are usually the staff in the reception area/front desk of the hotel, referred to as 'Operator', 'Receptionist', 'Desk Clerk', etc.

They access and use the call management and the hospitality features of the SARVAM UCS, like check-in, check-out, setting call privileges, call budget, wake-up calls and reminders for guests, coordinate maid service, keep records of room status, print Hotel reports, etc.

In large hotels, there may be more than one person handling the Front Desk, allowing division of front desk duties (operating the UC Server as well as guest management and hotel administration tasks). In smaller hotels, all front desk duties are done by a single person.

It is assumed that the Front Desk Users/System Administrators have some previous experience in operating a UC Server and its consoles (digital key phones, Direct Station Selection Consoles, PC). The Front Desk Users/System Administrators are not expected to install and configure the UC Server, but only access and use the features meant for them. For this, they are to be trained by the System Engineer/Installer.

Organization of this Document

This System Manual contains eight chapters:

- **Introduction** - gives an overview of this document, its purpose, intended audience, organization, terms and conventions used to present information and instructions.
- **Hospitality Application of SARVAM UCS: An Overview** - describes the hotel and hospital environment in which SARVAM UCS can be deployed, the various possible application scenarios, and the specific requirements of hotels and hospitals that it meets. Besides listing the features for hotel administration and guests, the chapter also describes briefly the interfaces supported by SARVAM UCS for Property Management System (PMS) and Call Accounting Software (CAS), and the Voice Mail. It also gives an overview of the tools for configuring the system (the Quick Installation Wizard for the Hotel Application) and for operating its features (the Front Desk User).
- **Setting Up SARVAM UCS for Hospitality Application** - gives step-by-step instructions on setting up the system in a hotel/hospital using the Quick Installation Wizard-Hotel and the System Engineer (SE) Mode web pages.
- **Front Desk User** - gives step-by-step instructions on using the Front Desk User for carrying out guest management and administrative functions from the front desk.
- **Hospitality Features** - provides detailed information and instructions for configuring and using the various hospitality features of the SARVAM UCS. Each feature is described in detail with its application in the Hotel/Hospital, the requirement it fulfills, the attributes of each feature, the possible interactions of the feature with others, how to configure/program the feature, and how to use the feature.
- **Guest Features** - lists the features that guests can use from their room phones, along with instructions for use.
- **Communication Port** - provides step-by-step instructions for configuring the Communication Port of SARVAM UCS for connecting the system with a computer.
- **PMS Interface** - contains detailed information and instructions for setting up and interfacing the PMS with SARVAM UCS.

- **CAS Interface** - contains information on CAS Interface supported by SARVAM UCS.
- **Station Message Detail Record-Posting** - gives detailed information and instructions for interfacing SARVAM UCS with a Call Accounting Software (CAS).

How to Read this System Manual

This System Manual is organized in a manner to help you get familiar with the Hospitality Application of the SARVAM UCS, learn how to set-up the system for this application, and use the hospitality features.

For the convenience of readers, the features have been listed alphabetically.

This document is meant to be used as an adjunct to the *SARVAM UCS System Manual*. You are advised to read the SARVAM UCS System Manual to understand the product hardware, other general UCS features that are not specific to hotels/hospitals.

Instructions

The instructions in this document are written in a step-by-step format. Each step, its outcome and indication/notification, as they occur have been described.

For example: instructions to set/cancel Call Block using *EON*:

Using DSS Key:

- To set Call Block,
 - Press the Call Block key (if configured by SE).
 - The LED of the key will be turned on, and the confirmatory text message that calls are blocked will appear on the phone display.
- To cancel Call Block,
 - Press the Call Block key again.
 - The LED of the key will be turned off, and the confirmatory text message that internal calls are allowed will appear on the phone display.

Using Command:

- To set Call Block,
 - Pickup the Handset.
 - Dial **1072-045**.
 - Dial **1**.
 - The confirmatory text message that internal calls are blocked will appear on the phone display.
 - Replace Handset.
- To cancel Call Block,
 - Pickup the Handset.
 - Dial **1072-045**.
 - Dial **0** to cancel Call Block.
 - The confirmatory text message that internal calls are allowed will appear on the phone display.
 - Replace Handset.

Access Codes

Access codes are strings of digits dialed by a station to

- Call another station, Department Group,
- Grab a trunk line
- Use a Feature, e.g.: Call Block, Call Forward

The Access Codes provided in the instructions throughout this document, are default access codes. It is possible to change the Access Codes according to user (hotels/hospitals) requirement and preferences. Verify with the Installer/System Engineer, if the default Access Codes have been changed, and use the codes configured by the Installer/System Engineer. For more information, read the topic 'Access Codes' in the *SARVAM UCS System Manual*.

References

To avoid duplication of information, cross references, wherever necessary, are provided within this document as well as to relevant sections of the *SARVAM UCS System Manual*.

For the convenience of readers, references to topics in other sections of this document are hyperlinked.

Notices

The following symbols have been used for notices to draw your attention to important items.



Important: to indicate something that requires your special attention or to remind you of something you might need to do when you are using the system.



Caution: to indicate an action or condition that is likely to result in malfunction or damage to the system or your property.



Warning: to indicate a hazard or an action that will cause damage to the system and or cause bodily harm to the user.



Tip: to indicate a helpful hint giving you an alternative way to operate the system or carry out a procedure, or use a feature more efficiently.

Illustrations

This is the documentation for SARVAM UCS deployed in the Hospitality environment.

Terminology

The technical terms and Acronyms used in this Manual are standard terms, commonly used in the telecommunications and data communications industry. Considering the broad group of intended users of this manual, wherever possible, use of jargon has been avoided.

Acronyms have been defined in the text.

The words '**SARVAM UCS**', '**System**', '**Server**' are used interchangeably and synonymously to mean the SARVAM UCS for Hospitality. Some of the terms specific to this Manual that you will encounter are defined below:

- **Administration phone:** it is the telephone instrument connected at the administration extension - Front Desk/Operator, Room Service, Travel Desk, Laundry, etc.
- **Digital Key Phone (DKP):** it is the proprietary digital key phone of Matrix, EON, that can be connected with the SARVAM UCS. The term 'Digital Key Phone' refers to all models of EON.
- **Extension:** it is the port of the system to which a telephone instrument is connected.

- **External Calls:** calls made from any extension of the SARVAM UCS to numbers outside the Hotel and calls received on any extension from outside numbers. These may be calls within the local area, long distance or international calls.
- **Front Desk User:** the person who operates the hotel and guest management features of the SARVAM UCS from the reception area of the hotel. This person usually mans the reception area of the hotel. Also commonly referred to as the Receptionist, the Operator, the Attendant, Front Desk Clerk, Lobby Attendant, etc.
- **Front Desk User Mode:** a graphic user interface of the SARVAM UCS for the front desk staff to carry out the guest management and administrative functions supported by the system.
- **Guest:** the person who checks into the hotel; pays room rent and other charges for using the facilities of the hotel.
- **Hospital:** any public or private health care institution which provides residential medical care and treatment to the public.
- **Hospitality features:** pertaining to the special telephone and guest/patient management features required by accommodation establishments like hotels and hospitals.
- **Hotel:** any public or private accommodation establishment that provides boarding and lodging and other hospitality services, like hotels, motels, resorts, hospitals, halls of residence (dormitories), youth hostels.
- **Hotel Installation Wizard:** a configuration tool to help the Installer/System Engineer to set-up the SARVAM UCS for the Hospitality application.
- **Internal Calls:** calls made from and received by one extension to another extension of the SARVAM UCS.
- **Operator:** same as Front Desk User.
- **Room Phone:** it is the telephone instrument connected at the guest room extension. This may be a standard hotel phone, a standard single line telephone, or *EON*, the proprietary digital key phone of Matrix.
- **Single Line Telephone (SLT):** any standard two-wire telephone attached as extension in the guest rooms and administration rooms.
- **Station:** an extension of the SARVAM UCS; it can be an extension in the guest room or an administration extension.
- **System Administrator:** the person who operates the Server and hospitality features of the SARVAM UCS. See "[Front Desk User](#)".
- **System Engineer:** The person who installs and maintains the SARVAM UCS and provides support.

Using this Manual, we hope, you will be able to set up, operate and make optimum use of this feature-packed Hospitality Server.

If you encounter any technical problems, please contact your Dealer/reseller or Matrix Customer Care.

Hospitality Application of SARVAM UCS: An Overview

The SARVAM UCS is designed to meet the specific requirements of hospitality undertakings like Hotels, Motels, Resorts, Halls of Residence, and Hospitals.

This is a common document for the Hotel and Hospital application of SARVAM UCS. However, for convenience, the terms 'Hotel' and 'Guest' have been used throughout this document. If SARVAM UCS is being installed in a Hospital, readers are requested to substitute the terms 'Hotel' and 'Guest' with the words 'Hospital' and 'Patient' respectively. Inconvenience to the readers is regretted.



The Hospitality Application requires a license. Please refer the topic 'License Management' in the SARVAM UCS System Manual to know more.

SARVAM UCS in Hotel Environment

The Hotel application of the SARVAM UCS has been designed considering the following requirements, for which it provides solutions:

- A hotel may want to use a Property Management System (PMS).

PMS Interface is in-built in the SARVAM UCS.

- A hotel may want to use a Call Accounting Software (CAS).

CAS Interface is in-built in the SARVAM UCS.

- A hotel may want to use a Voice Mail System (VMS).

The SARVAM UCS supports in-skin Voice Mail System in the form of the NX DBM VMS64 Module.

- A hotel may have multiple floors. The Hotel management may prefer to route 'Room Service' calls from guest rooms of a particular floor to the Room Service Phone on that floor.

This can be accomplished using the 'Floor Service' feature of SARVAM UCS.

- A hotel may have provided multiple telephones in a room or a single telephone in each room.

Irrespective of the number of phones in a room, each phone in the room has a unique extension number by which it is identified by the system.

- A single guest is checked into a room with multiple phones. The Do Not Disturb (DND) set by the guest should apply on all phones in the room, whereas Wake-up calls should ring on the phone closest to the bed.

SARVAM UCS applies DND set by guests on all phones in the room, whereas Wake-up calls set by/for the guest are applied only on phone for which it is set.

- Occupants of a multiple-room suite (with multiple room phones), may want to use the room phones individually. For example: A family is occupying a multi-room suite. Parents may want to set DND on the phone in their room, while their children may want to receive calls on their phone. Parents may want to set Wake-up calls early in the morning, whereas their children may wish to sleep until late.

This can be done using the “Check-In Profile” of the SARVAM UCS, whereby the guests are checked in as 'Family'. This will cause the system to set the DND and the Wake-up Call only on the phone on which these features are required.

- A hotel may have different kinds of room: Single Occupancy, Double Occupancy, Executive Suite, etc. These rooms may be further graded as Standard, Comfort, Deluxe, Premier, and the like.

The SARVAM UCS allows the hotel to define as many as 10 different room types.

- A hotel room might be occupied by a single guest or by more than one guest (e.g.: a family).
- A dormitory style room may be occupied by multiple guests, who need to be checked-in, checked-out and billed individually.

This can be accomplished by checking in guests to a phone number in the room, using the “Check-In Profile” feature of the SARVAM UCS, whereby the guest is checked-in with the check-in profile as 'Budget'.

- Hotels need flexibility in room assignment. For example:
 - A single guest is to be checked in, but single rooms are not available. Instead of turning away the guest, the hotel wants to offer a suite room.

This can be accomplished by checking in the guest into the suite room with the Check-In Profile, 'Single'. Despite being classified as a suite, the room will be treated as a Single room by the system. Features like DND and Call Forward set by the guest from any of the phones in the suite room will be applicable on all the phones in the suite.

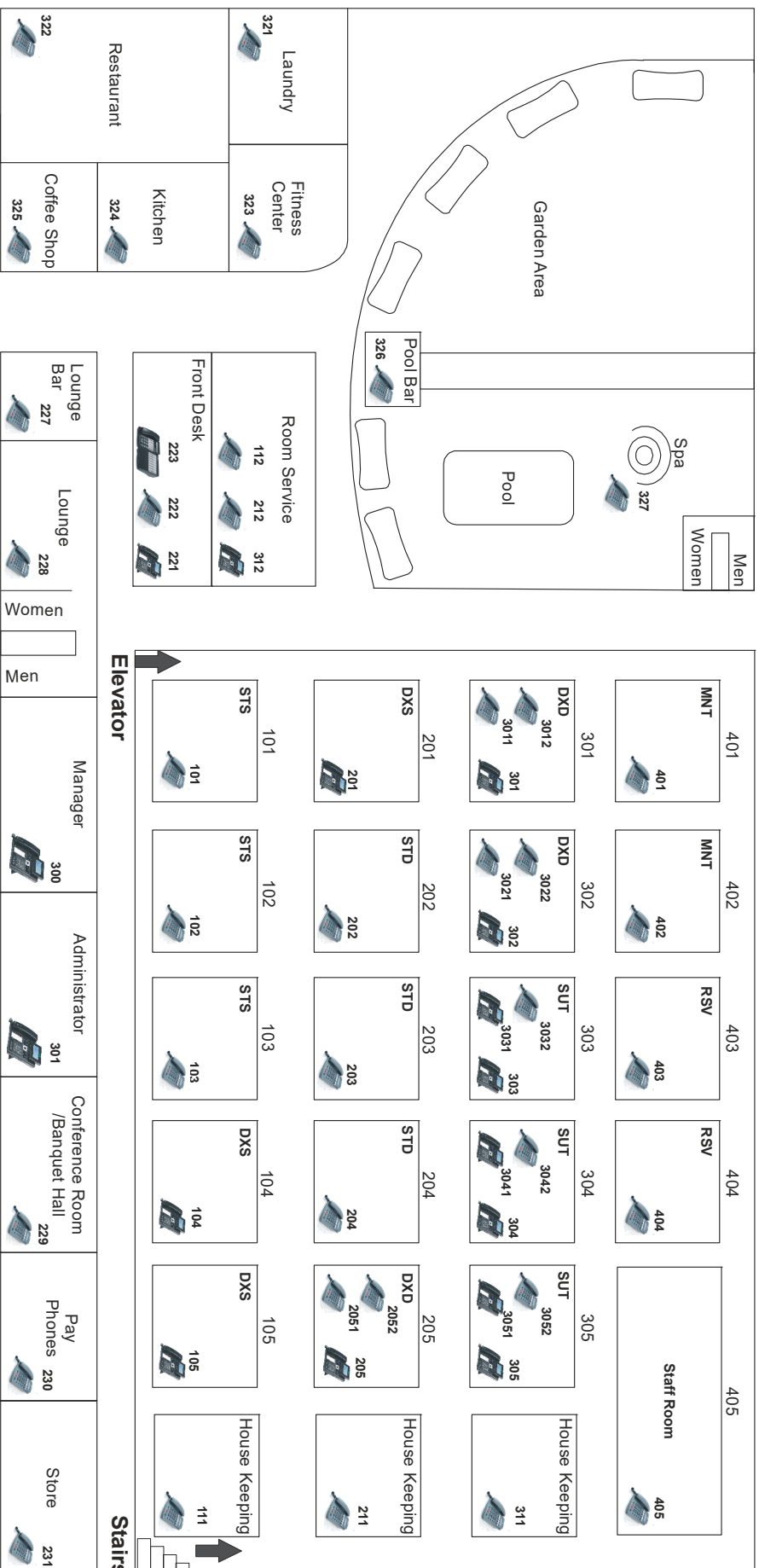
- Three guests want to share a room (this may be a double room with an extra bed or a triple occupancy room, or a suite), but pay individually.

This can be done by checking in each guest with the Check-In Profile 'Budget'. Each guest is checked into a phone number and not a room number. Hence the room they are checked into must have multiple phones, that is, a phone for each guest.

- Multiple guests want to occupy a room, but want to be billed together. Each guest also wants to use a room phone as per their convenience. One guest wants to set DND on his phone, the other wants to receive calls, the third wants to set a Wake-up call/Reminder.

This can be done by checking in the guests with the Check-In Profile 'Family'. The DND and the Wake-up Call/Reminder will work only on the phone on which they are set.

Hotel - The GoodLife Inn



Entrance

Legend: **STS** - Standard Single, **STD** - Standard Double, **DXS** - Deluxe Single, **DXD** - Deluxe Double, **SUT** - Suite, **MNT** - Maintenance, **RSV** - Reserved for Administration

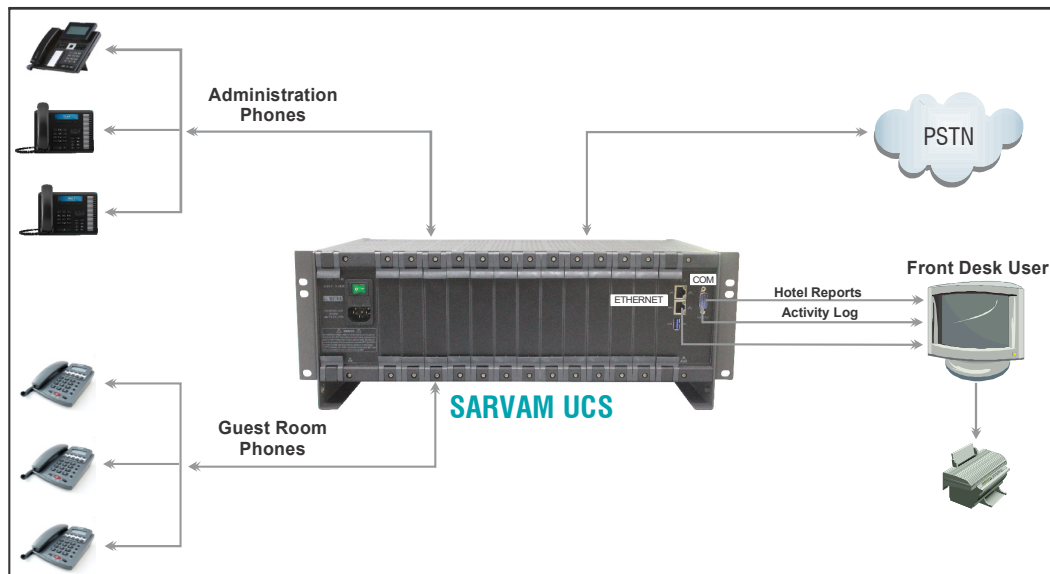
- The hotel wants to rent out suite rooms as independent single rooms during off-season/ slack business period, or as a special offer or package deal.

This can be accomplished by checking in each guest into the suite with the Check-In Profile 'Budget'. Each guest is checked into a phone number in the suite and not the room number.

SARVAM UCS Hotel Application Scenarios

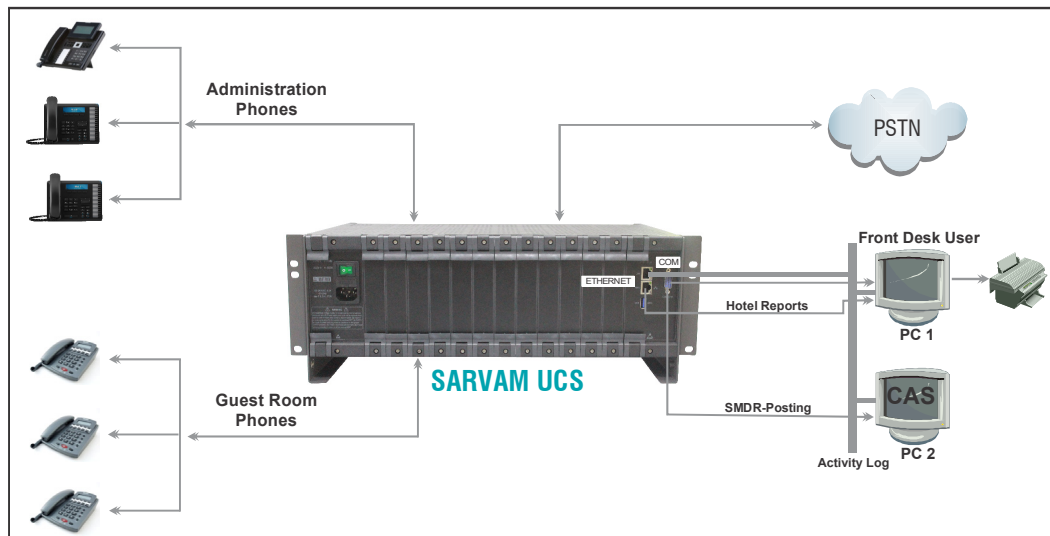
The diagrams below are illustrative of the different ways of deploying SARVAM UCS in a Hotel.

Scenario 1:



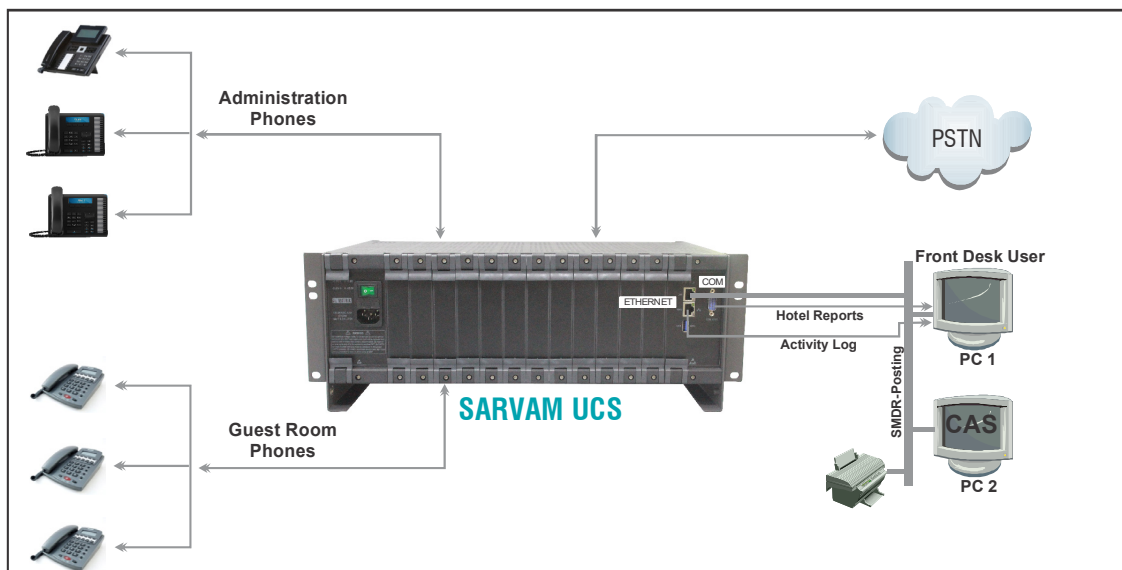
- SARVAM UCS is connected to a standalone PC over Ethernet (LAN/WAN) Port and COM Port.
- Front Desk User is run on the PC.
- Hotel Reports assigned to COM Port.
- Hotel Activity Log assigned to Ethernet (LAN/WAN) Port.
- No PMS, no CAS is used.

Scenario 2:



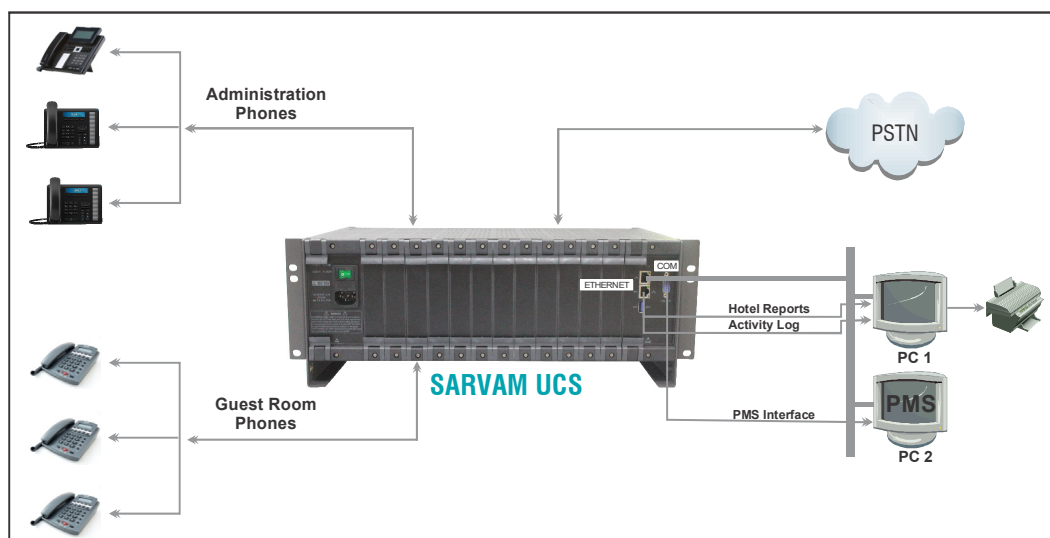
- SARVAM UCS is connected to PC1 with LAN and COM Port.
- Front Desk User is run on the PC1.
- Hotel Reports assigned to Ethernet (LAN/WAN) Port.
- Hotel Activity Log assigned to Ethernet (LAN/WAN) Port.
- CAS server application run on PC2 connected to COM Port of SARVAM UCS.
- SMDR-Posting on COM Port.

Scenario 3:



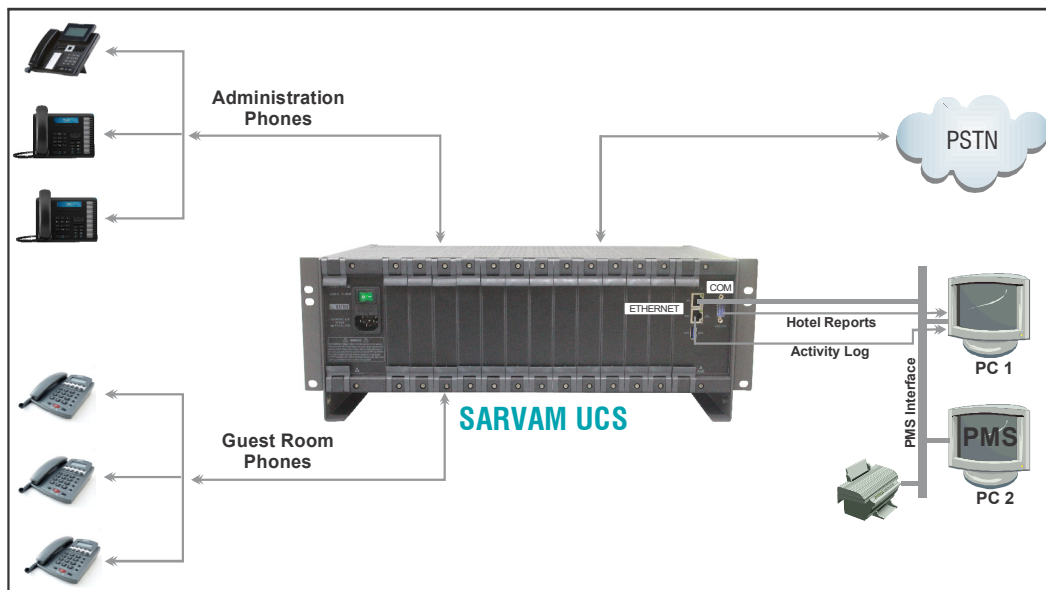
- SARVAM UCS is connected to PC1 with LAN and COM Port.
- Front Desk User is run on the PC1.
- Hotel Reports assigned to COM Port.
- Hotel Activity Log assigned to Ethernet (LAN/WAN) Port.
- CAS server application run on a PC2 connected to Ethernet (LAN/WAN) Port of SARVAM UCS.
- SMDR-Posting on TCP/IP Port (Ethernet).

Scenario 4:



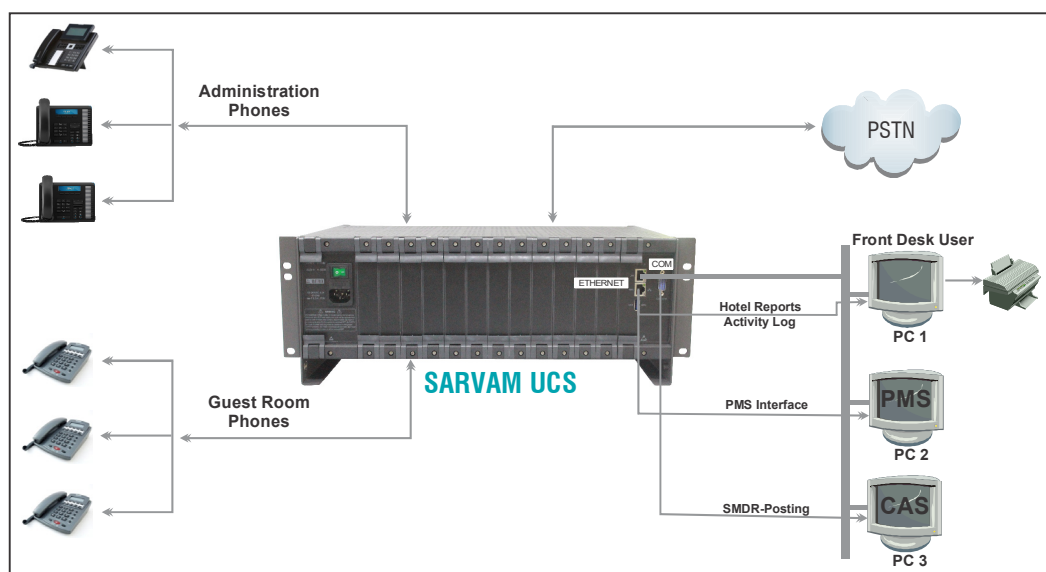
- SARVAM UCS is connected to PC1 with LAN and COM Port.
- Hotel Reports assigned to Ethernet (LAN/WAN) Port.
- Hotel Activity Log assigned to Ethernet (LAN/WAN) Port.
- PMS server application run on PC1 connected to COM Port.
- PMS Interface on COM port.
- Front Desk User is not used.

Scenario 5:



- SARVAM UCS is connected to PC1 with LAN and COM Port.
- Hotel Reports assigned to COM Port.
- Hotel Activity Log assigned to Ethernet (LAN/WAN) Port.
- PMS server application run on PC2 connected to Ethernet (LAN/WAN) Port.
- PMS Interface on TCP/IP.
- Front Desk User is not used.

Scenario 6:



- SARVAM UCS is connected to PC1 with LAN.

- Hotel Reports assigned to Ethernet (LAN/WAN) Port.
- Hotel Activity Log assigned to Ethernet (LAN/WAN) Port.
- CAS server application run on PC3 connected to COM Port of SARVAM UCS.
- SMDR-Posting on COM Port.
- PMS server application run on PC2 connected to Ethernet (LAN/WAN) Port.
- PMS Interface on Ethernet (LAN/WAN) Port.
- Front Desk User is not used.

SARVAM UCS in Hospital Environment

The following aspects have been considered while designing the hospitality application for Hospitals:

- Hospitals vary according to size, facilities, countries, local laws and regulations, infrastructure and services; they may be housed in single building or a campus; they have medical and non-medical departments/units; they may be general, teaching, or super-specialty hospitals.
- A hospital may have different kinds of rooms: Standard wards (multiple-beds), private (single occupancy) or semi-private rooms (twin/triple-sharing), private rooms in specialized departments (e.g.: intensive and critical care, childbirth, surgery, emergency/trauma, transplant units, etc.). Depending on the amenities and services provided to patients, the rooms may be graded as VIP, private, luxury, deluxe, super deluxe, special, semi-special, etc.

The SARVAM UCS allows the hospital to define as many as 10 different room types.

- A hospital may have multiple floors. Each floor may have a nursing unit/ reception/dispensing pharmacy/ pantry or a 24-hour patient care service. The Hospital administration may want that calls from a particular floor be routed to the patient service, e.g. nursing unit, of the same floor.

The Hospital Administration can use the 'Floor Service' feature of SARVAM UCS to meet this requirement.

- A single hospital room may have a single telephone or multiple telephones.

The SARVAM UCS identifies each phone in the room as an extension, with a unique extension number.

- A 'ward' is a large room with multiple beds. Each bed may be provided with a telephone. Patients should be checked into a bed and not the room. Also, the hospital needs to keep track of the occupancy status and the clean status of each bed, instead of the entire room.

This can be done with the “[Check-In Profile](#)” feature of the SARVAM UCS. Patients who are to occupy a bed in a ward can be checked in as 'Budget'. The system will identify these patients by the phone assigned to their respective beds. It will keep track of the occupancy and cleanliness of each phone (bed). For this, however, the ward must have a telephone for each bed.

- A private/special room or suite may have more than one room and bed, but occupied by a single patient (and their attendants). These patients should be checked into a room not the bed they are occupying.

Patients who are to occupy a special/private room can be checked in as 'Single' or 'Family' as their Check-In Profile.

- It is common for patients to be shifted from one room to another during their stay in the hospital. For example: a patient is shifted from the Emergency Room to the Intensive and Critical Care Unit, to Special Care Room to a Private Room or to a Standard (multi-bed) ward. It is necessary that the calls made to such patients get through to them at their current location in the hotel/hospital.

This is made possible by the feature “[Guest Number](#)” of the SARVAM UCS. This number is automatically generated at every successful check-in and is unique to each patient. The Hospital staff can reach the patient at their current room/bed in the hospital by dialing the Guest (Patient) Number. External callers too can reach the patient by asking the Operator to transfer the call to the guest (patient) number.

- Patients may want a single telephone bill to be generated for their entire stay in the hospital, regardless of the number of rooms they change in the hospital.

This can be done by performing the Check-Out of such patients on the basis of their Guest (Patient) Number.

- A patient is checked in to a special/private room in the hospital. The room has multiple phones. The patient should be able to set Do Not Disturb (DND) from any phone in the room and it should be applied on all phones in the room. The patient wants a Wake-up call to ring only on the phone near the bed.

The SARVAM UCS makes this possible by applying the DND set from any phone in the room to be applied on all phones in the room, whereas applying Wake-up calls set from a phone only on that phone.

- A patient and his/her attendant/s are occupying a suite room (more than one room with multiple phones). The patient and the attending family member/relative would like to use a room phone as per their convenience. For example, the patient would like to rest undisturbed for extended hours, whereas the attendant would like to rise early in the morning to make other arrangements for the patient, etc.

This can be done by checking in the patient with 'Family' as the Check-In Profile. The DND set by the patient will apply only on the phone from which it is set and the Wake-up call set by the attendant will ring only on the phone from which it is set. So, DND can be set on all room phones close to the patient, whereas Wake-up call can be set on the phone close to the attendant's bed.

- A Hospital may want to use Voice Mail for its medical and administration staff as well as provide this service to its patients. It may also want to use a Call Accounting System for the purpose of billing telephone calls of patients.

SARVAM UCS supports both these features.

Hospitality Features

Besides UC features, SARVAM UCS supports a host of features to meet the specific requirements of Hotels and Hospitals. These features are categorized as 'Front Desk' Features and 'Guest' Features, considering the user groups of these features.

Front Desk Features

These are a set of hotel and guest management features to be used by the Front Desk staff of the Hotel. The SARVAM UCS supports following features for the Front Desk:

- Check-In a guest.
- Check-Out a guest.
- Guest-In/ Guest-Out.
- Set/Cancel Automatic Wake-up Calls for the guest.
- Set/Cancel Personalized Wake-up Calls for the guest.
- Set/Cancel Reminders for the guest.
- Set/Cancel Message Wait for the guest.
- Set/Cancel Call Forward for a guest.
- Set/Cancel Do Not Disturb (DND) for a guest.
- Assign/Modify the Call Budget amount allocated to the guest.
- Assign/Modify the Outgoing Call Privileges to the guest.
- Transfer the calls of the guest to the guest room or directly to the guest's mailbox.
- Block Room-to-Room Calls.
- View the current Room Status (Occupancy and Cleanliness).
- Change the Room Occupancy Status.
- Change the Room Cleanliness Status - Manually and Automatically.
- Generate Room Status Report - Manually and Automatically.
- Generate Wake-up Call Report - Manually and Automatically.
- Generate Reminder Report - Manually and Automatically.
- View the Maid Presence in Rooms.
- Print all the significant Hotel activities like Date and Time when Alarm is Set; Date and Time when Alarm is Served, Date and Time when Alarm is Canceled; Guest Check-In, Guest Check-Out, etc.
- Room Shift.
- Delete Call Detail Records of checked-out guests.
- Regenerate the Check-Out Reports.

Guest Features

These are a set of call management features that guests can operate on their own from their respective room phones. The SARVAM UCS supports following features for the Guest:

- Set/Cancel Wake-up Call.
- Request Operator to set personalized Wake-up Call.
- Set/Cancel Reminder.
- Set/Cancel DND.
- Forward calls to another Internal Station or to an External Number.
- Forward calls to Voice Mail.

Voice Mail

Hospitality and Guest Features like Voice Mail, Voice Guided Wake-up calls require a VMS Module to be installed on the CPU Card of the system. The SARVAM UCS offers an in-skin Voice Mail System (VMS) in the form of the NX DBM VMS64 Module.

The VMS Module utilizes a USB memory stick as its storage medium. Matrix provides a factory fitted 8GB Pen Drive on the CPU Card. However you may use a Pen Drive of upto 64GB.



If you are replacing the Pen Drive, you are advised to copy the contents of the factory fitted Pen Drive onto the new Pen Drive.

Guests, Front Desk and other administration staff can be assigned a Mailbox each. When the VMS is installed in the SARVAM UCS in the 'Hotel' mode, all extensions are assigned a mailbox, by default.

Each Mailbox has the capacity of storing 15,000 messages. The maximum size of each Mailbox is 60,000 minutes. By default, the size of each Mailbox is set to 300 minutes. The maximum Message Length for each Mailbox is 9999 seconds. By default, the Maximum Message Length for each Mailbox is set to 999 seconds.

The VMS can be configured to

- play Welcome Messages to guests at the time of Check-In;
- function as Auto Attendant to greet and direct callers to dial extension numbers or leave messages in the mailbox of guest and administration extensions.
- allow guests to record personal mailbox greeting messages to be played to callers who are diverted to the guest's mailbox.
- forward calls for guests to voice mail.

Refer the section ["Voice Mail"](#) in the chapter *Hospitality Features* to know more.

PMS Interface

It is common for Hotels to use a Property Management System (PMS) to manage their administration functions. The hotel phone system, that is, the UC Server, is the communication lifeline of the hotel. PMS used by the hotel must be interfaced with the Server, so as to communicate with one another.

The PMS and the SARVAM UCS exchange information about guest check-in, guest check-out, wake-up calls and DND set on the room phone, etc.

For example: the PMS informs the UCS about guest check-in activity once the guest is checked in into the Hotel. On receipt of this information, the UCS performs a number of functions like: assigning a pre-defined Call Privilege (the type of out-going calls the guest can make), pre-defined Call Budget (setting Outgoing Calls worth this amount), etc.

The PMS also informs the UCS when a wake-up call is set by the Operator for a guest, and other additional information.

On its part, the UCS informs the PMS about the wake-up call set by the guest from the room phone, sends the cost of the call made by the guest from the room, etc.

All PMS supports an interface to communicate with the UCS.

The SARVAM UCS supports a PMS Interface to communicate with the PMS used by the Hotel. This PMS Interface is supported on Communication (Serial) port as well as the Ethernet (LAN/WAN) Port of the SARVAM UCS.

The PMS and the UCS communicate with each other using a proprietary protocol.

The SARVAM UCS supports the following PMS Protocols:

- PMS Type1 - supported on RS232 and TCP/IP
- PMS Type2 - supported on RS232 and TCP/IP
- Micros Opera PMS Interface - supported on TCP/IP only.
- Softbrands Extended Starlight - supported on RS232 and TCP/IP

The SARVAM UCS can be interfaced with the PMS using any one of these protocols that suits the Hotel administration. Verify with your Dealer/Distributor or with the Matrix Support Desk whether your software supports it.

Also read the chapter, "[PMS Interface](#)" to know more about this feature.



PMS Interface requires a license. Please refer the topic 'License Management' in the SARVAM UCS System Manual to know more.

CAS Interface

Most Hotels use Call Accounting Software (CAS) to determine the cost of the call(s) made by the guest from the room phone.

The SARVAM UCS supports CAS Interface, using its feature “[Station Message Detail Record-Posting](#)” to communicate with the CAS¹. For every outgoing call, the SARVAM UCS sends call record details like Number dialed by the guest, the date and time at which the call is made and the duration of the call.

The CAS on receipt of this information calculates the cost of the call and sends it to the PMS (if so configured) or generates a print-out or logs the cost in a file which can later be accessed by the hotel staff.

The SARVAM UCS supports CAS Interface on the Communication Port (Serial Port) as well as the Ethernet (LAN/WAN) Port. It supports 16 different types of CAS protocols, including the option of a customized protocol.

The System Engineer can configure the protocol supported by CAS used by the hotel.

Read the chapter, “[CAS Interface](#)” to know more about this feature.

1. Generally CAS is software which is run on a computer. CAS can also be a standalone embedded product.

Using SARVAM UCS in Hotels

The SARVAM UCS offers a graphical user-friendly tool, the “[Front Desk User Mode](#)”, to the Front Desk of the hotel to carry out routine hotel administration activities like check-in, check-out, setting up Wake-up calls, monitoring Maid presence in the room, changing room clean status, etc.

This tool is particularly useful to hotels that are not using a Property Management System (PMS).

The Front Desk staff can use this tool for efficient management of hotel activities.

They can perform the following functions using the Front Desk User:

1. Check-In the guest
2. Check-Out the guest.
3. Change the Guest Name/Guest Title
4. Change the Guest VIP Status
5. Assign/de-assign a Voice Mailbox
6. Assign/Reassign the Call Budget Amount
7. Change the Call Privilege
8. Change Phone Ringing
9. Change Guest Group
10. Set/Cancel Do Not Disturb on the room phone from the front desk.
11. Set/Cancel Call Forward for the guest from the front desk.
12. Set/Cancel Wake-up call for the guest from the front desk.
13. Set/Cancel Reminder for the guest from the front desk.
14. Set/Cancel Message Wait Indication for the guest from the front desk.
15. Change the Guest Presence (Guest-In, Guest-Out).
16. View the Cleanliness Status of rooms/beds.
17. Change the Cleanliness Status.
18. View the Occupancy Status.
19. The Operator can know the Check-In Date and Time of the Guest.
20. The Operator can view the Wake-up Call Status and Reminder Status for all the rooms/phones as well as individually, for each room/phone.
21. The Operator can perform the Guest Search on the basis of Guest Number, Guest Name, Room Number or Phone Number.
22. The Operator can view the Guest Status.
23. The Operator can view the Room Status.
24. The Operator can block Room-to-Room Calls
25. The Operator can shift the guest from one Room/Phone to other.
26. The Operator can enable/disable Hotel-Motel Activity Log.

Read the chapter, “[Front Desk User](#)” to know more and learn how to use it.

Setting Up SARVAM UCS for Hospitality Application

This chapter focuses on setting up the system for the Hospitality Application. It is assumed that the installation of SARVAM UCS has been completed. For an overview of the product, the hardware, and installation instructions, please refer to the SARVAM UCS System Manual.

SARVAM UCS supports an Installation Wizard to speed up the set-up process of SARVAM UCS in Hotel/Hospital environment. The [“Quick Installation Wizard-Hotel”](#) covers much of the configuring required for the hospitality application.

However, if features specific to a hotel need to be configured, for example, if the Call Account Software (CAS) protocol is to be customized, it must be done from the [“System Engineer Mode”](#) of the web pages of SARVAM UCS.

Configuring is also possible by issuing SE Commands from terminals, like the proprietary digital key phone, EON, or any standard Single Line Telephone (SLT) connected to the SARVAM UCS.

Due to security concerns, the default system settings have been changed. If you have purchased a new system with Firmware later than V1R6.7, the new default settings will be applied automatically. Refer to *Modified default parameter values for Firmwares later than V6.7* in the SARVAM UCS System Manual. With these default setting the incoming calls will be placed on the system but outgoing calls (except calls between extensions) will not be routed. For configuring the parameters to route outgoing calls refer to *Outgoing Call Routing* in the SARVAM UCS System Manual.

If you are upgrading the system, refer to *After updating Firmware later than V1R6.7 and Modified default parameter values for Firmwares later than V6.7*.

Quick Installation Wizard-Hotel

The Hotel Installation Wizard covers the following:

- Configuring the Hotel Name.
- Specifying whether Property Management System (PMS), Call Accounting Software (CAS) is used.
- Specifying the type of rooms in the hotel and subsequently naming them.
- Specifying the number of rooms in the hotel.
- Access Code configuration.
- Assigning Room numbers to the Hotel rooms.
- Assigning Flexible numbers to the room phones.
- Associating the Rooms and the Room phones.
- Designating phones as guest phones or administration phones.
- Specifying Preset values for important features like Call Privilege, Call Budget, Call Forward, and Guest VIP Status.
- Configuring Trunk Landing Group.

- Configuring Alarm Notification Group.
- Configuring Front Desk phone Group.
- Configuring Floor Service Group.
- Configuring Guest Phones.



The Installer is recommended to use the Quick Installation Wizard-Hotel to set up SARVAM UCS in the Hotel.

System Engineer Mode

The System Engineer (SE) programming mode allows the Installer/System Engineer to configure the Hotel Application features, which includes all the parameters that are not included in the Quick Installation Wizard-Hotel.

The Installer/System Engineer can enter the SE mode:

- via the Web Pages of SARVAM UCS², or
- by dialing command strings referred to as SE Commands from an extension phone such as EON or a SLT connected to the SARVAM UCS.

The access to the SE mode is protected by means of a password, referred throughout this document as the SE Password.

SE Password for configuration using Jeeves

Access to the SE programming mode is protected via a password. The SE password is a code used to prevent unauthorized access and alterations or misuse of the features and facilities. As this password is meant for restricting access to the SE mode, we strongly recommend you to:

- Keep the password secret.
- Select a complex password that cannot be easily guessed.
- Change the password regularly.
- Not use the **“Remember Password”** property of your Web Browser.

The default SE Password is 1234. The password can be changed using Jeeves only and it must be as per the specifications given below:

- It must be a minimum of 6 characters and a maximum of 12 characters.
- It must include atleast one upper-case, one lower-case, one number and one special character.
- all ASCII characters (except Percentage %, Hash #, Equal to =, Plus +, And &, Backslash \, Less than <, Greater than >, Apostrophe ', Double Quote " and **Space**) are allowed.

To provide additional security,

- the password will be valid for 90 days and you will not be able to login with the existing password. You will be prompted to change the password.
- if you enter a wrong password five times consecutively within 10 minutes, the system will block the source IP Address for 10 minutes.

The SE password may be changed using Jeeves only. Refer *“System Security” in the SARVAM UCS System Manual* for instructions.

SE Password for configuration from extensions

The SE password is a code used to restrict unauthorized access to the SE Mode. The password can be a minimum of 4 digits to a maximum of 12 digits. The valid digits are from 0 to 9. The default SE Password is 1234. To avoid unauthorized access, we recommend you to change the password. Make sure it is strong and is kept confidential.

Refer *“System Security” in the SARVAM UCS System Manual* for instructions.

2. Also refer the topic *“Using Jeeves” in the chapter Configuring SARVAM UCS in the SARVAM UCS System Manual*.

Entering the SE mode

Read the topic [“Configuring the System”](#) in this chapter for instructions on entering the SE mode from the web pages.

To enter the SE programming mode via an extension phone, dial:

1#91-SE Password

If the SE password is less than 12 digits, you must dial #* after the password to indicate end of dialing.

The SARVAM UCS plays a programming tone to indicate entry into the SE mode. If the SE password is not entered correctly, the system will play an error tone.



You can configure only the basic network and debug parameters from your telephone using the default SE Extension Password, 1234. However, if you want to configure other parameters from your telephone, you must change the default SE Extension Password. This default SE Password can be changed only from Jeeves. To know how to change, refer to [“Configuring the System”](#).

To configure these basic network and debug parameters using the default SE Extension Password, you must connect a SLT or DKP extension to the system. To know the detailed list of parameters, which can be configured using the default SE Extension Password, see [“Basic Network”](#) and [“System Debug”](#).



For the ease of configuration, the Installer is recommended to use EON instead of an SLT to enter SE mode.

Before Configuring the System

Before configuring the system for the hospitality application, the Installer is advised to gather the following information from the Hotel Management. The Installer may use the format given below to gather the required information.

General Information	
Name of the Hotel	
Number of Types of Room	
Names of different Room types	
Number of Rooms in the system	
Room Numbers	
Phone Numbers	
Segregation of Guest Phone numbers and Administration Phone numbers	
Number of Phones in the Room	
Which Property Management System (PMS) is used by the Hotel?	
Which Call Accounting Software is used by the Hotel?	
Type of calls (Call Privilege) to be allowed to the guests.	
Type of calls (Call Privilege) to be allowed from guest phones when the room is vacant.	
Amount of Call Budget to be allocated to the guest at the time of check-in.	
Should the guests be allowed to call other guests?	
How should Alarms, that is, Wake-up calls and reminders, be served in the Hotel?	
Where should the hotel activity logs be generated, in a computer file or a Printer?	

After the hardware installation is completed, the system is turned on, and the Reset cycle is successfully completed, the Installer may configure the system.

Configuring the System

The system can be configured for functioning in the Hospitality mode using:

- Quick Installation Wizard-Hotel
- SE Web Pages (Hotel Settings)
- SA Mode (Guest Group Mapping)

Due to security concerns, the default system settings have been changed. If you have purchased a new system with Firmware later than V1R6.7, the new default settings will be applied automatically. Refer to *Modified default parameter values for Firmwares later than V6.7* in the SARVAM UCS System Manual. With these default setting the incoming calls will be placed on the system but outgoing calls (except calls between extensions) will not be routed. For configuring the parameters to route outgoing calls refer to *Outgoing Call Routing* in the SARVAM UCS System Manual.

If you are upgrading the system, refer to *After updating Firmware later than V1R6.7* and *Modified default parameter values for Firmwares later than V6.7*.

The Installer is advised to use the Wizard when configuring the system for the first time, and use the SE Web pages, if any further configuration is required later.

To be able to access and use the Wizard and the SE Web pages, the SARVAM UCS must be connected with a stand-alone PC or a LAN. A web-browser, either Internet Explorer 7 or later or Mozilla Firefox 3.5.1 or later, must be installed on the PC.

The Installer must have the following information:

- **IP Address** of the **LAN/WAN Port**. The default IP Address of the LAN Port is 192.168.2.100 and WAN Port is 192.168.1.100.
- **Subnet Mask**. The IP address of the LAN/WAN Port of SARVAM UCS and the IP address of the PC to which it is connected must be in the same Subnet. The default Subnet Mask is **255.255.255.0**
- **DHCP Server on LAN**. When there is a Dynamic Host Configuration Protocol (DHCP) server on the LAN, IP address, Subnet Mask, Gateway Address are automatically allocated to the devices connected to the LAN. If the LAN to which the LAN/WAN Port of SARVAM UCS is connected has a DHCP server, you do not need to change the IP Address, Subnet Mask; they will be assigned automatically by the DHCP server.



SARVAM UCS supports IPv4 as well as IPv6 Addresses. However, IPv6 parameters can be configured using Jeeves only.

For detailed instructions and information see:

- [“Changing IP Address and Subnet Mask”](#).
- *Configuring Network Parameters and Configuring VoIP Parameters in the SARVAM UCS System Manual.*

Ask the WAN administrator for this information or:

1. Enter the SE mode by dialing **1#91-SE Password**
2. Dial **2110** to view IP Address.
3. Dial **2111** to view Subnet Mask.
4. Dial **00** to exit SE mode.



When you are using the Web Pages for the first time, you can work with the default IP address and the default Subnet Mask. However, you would need to change the IP address and the Subnet Mask if the SARVAM UCS is connected to a LAN.

Please read the topic [“Configuring the System with the SE Web Pages”](#) in this chapter for instructions.

Using Jeeves

Now, follow these steps to access the web pages of SARVAM UCS:

1. Connect the LAN/WAN Port of SARVAM UCS with a stand-alone PC in a LAN or the LAN switch, using the RJ-45 cable supplied with SARVAM UCS.
2. Ensure that the IP Address of the LAN/WAN Port of the SARVAM UCS and the IP Address of the PC are in the same Subnet.
3. Open the browser (Internet Explorer/Mozilla Firefox) on the PC (Standalone or LAN PC) to which the SARVAM UCS is connected.
4. In the address bar of the browser, enter **https://192.168.2.100**.



- To login into the SE mode, on the login page in **Login as** select **System Engineer**.

MATRIX SARVAM UCS

Language English

Login As System Engineer

Password

Login

Browser Requirement Internet Explorer 7 and Later or Mozilla Firefox 3.5.1 and Later

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- In **Password**, enter the default SE password, 1234.
- Click **Login**.



Before you start configuring the system, if you wish to view or download the SARVAM UCS Quick Start, SARVAM UCS System Manual or other related documents, you can scan the QR Code present in the login web page.

- You are prompted to change the default password.

Change Password

Login through default password is not allowed. Change the password to login.

Current Password

New Password

Confirm New Password

Submit

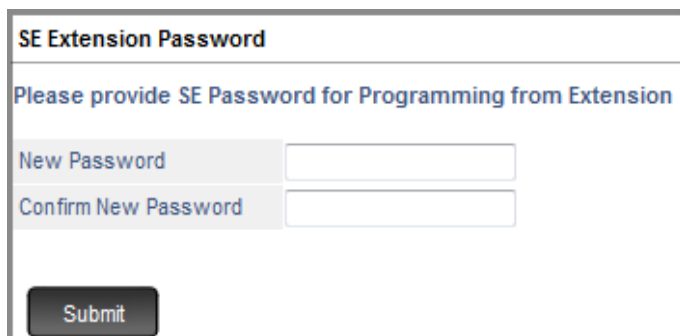
Note :- Password must follow following requirements:

- Minimum length must be 6 characters.
- Password must include atleast 1 uppercase, 1 lowercase, 1 number and 1 special character.
- Allowed characters are 0-9, a-z, A-Z, all special characters except %, =, #, +, &, \, <, >, ', and space.

- In **Current Password**, enter the default SE password.
- In **New Password**, enter the New Password.
- In **Confirm New Password**, re-enter the new password to confirm.

- Click **Submit**. You will be re-directed to the Login page again.
- Now, in **Login as** select **System Engineer** and in **Password** enter the new password.

You will be prompted to change the default **SE Extension Password**.

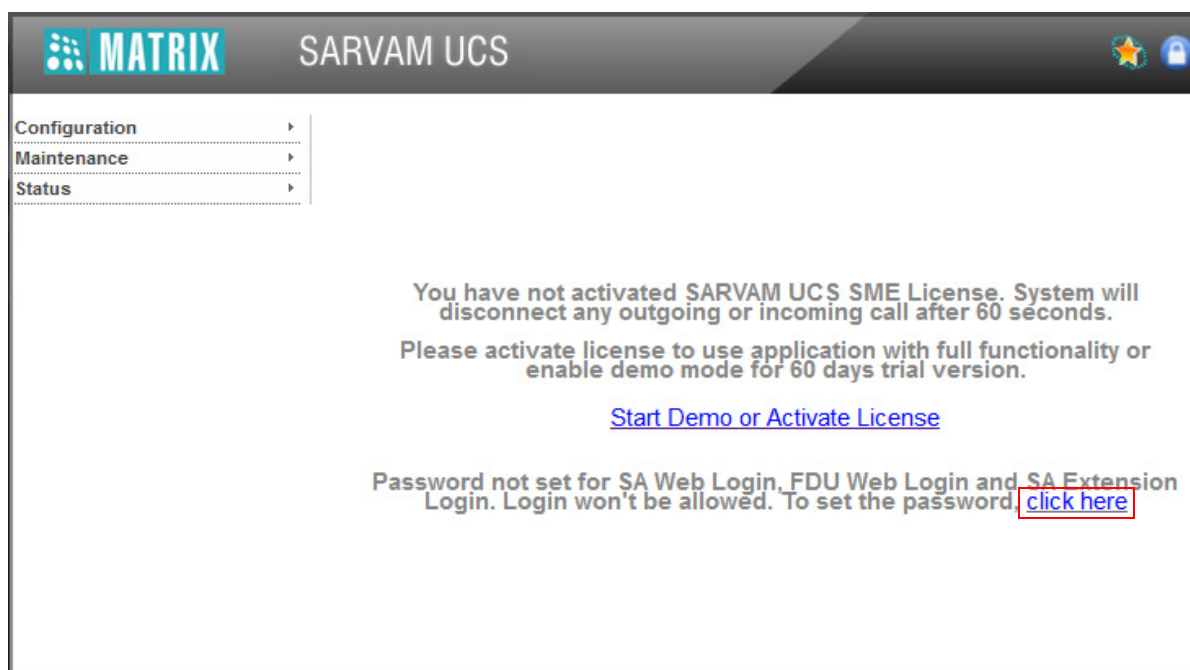


- Enter the **New Password**. The new password can be a minimum of 4 digits to a maximum of 12 digits. The valid digits are from 0 to 9



You cannot set 1234 as the New SE Extension Password as it is the default SE Extension Password.


- In **Confirm New Password**, re-enter the new password to confirm.
- Click **Submit** to save your new password. The Home page will open.
- On successful login, the **Home** page of Jeeves opens.

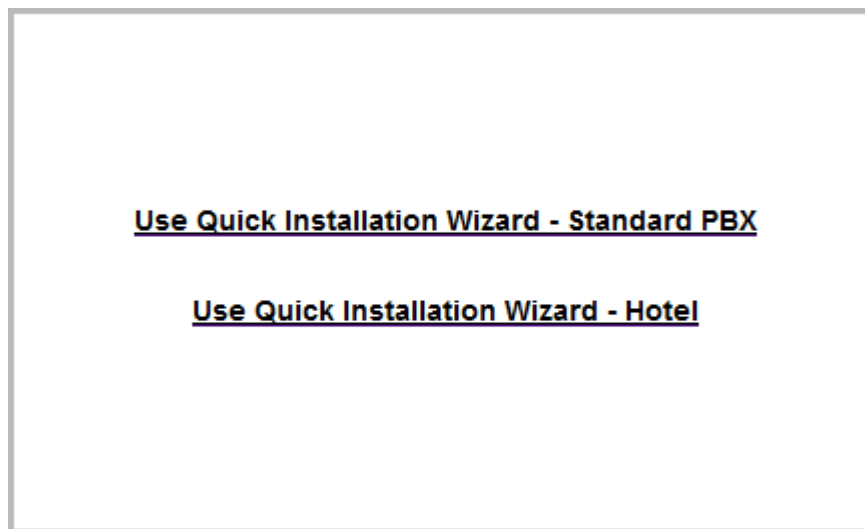


- To set the password for **SA Web Login**, **FDU Web Login** and **SA Extension Login**, click on the link.



Make sure you set the password for SA Web Login, FDU Web Login and SA Extension Login, if you want to access SARVAM UCS from these modes.

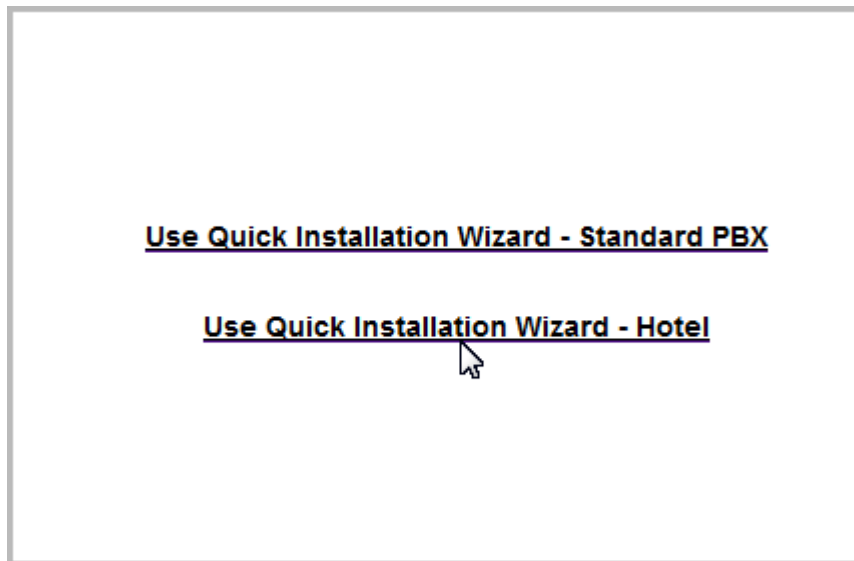
- Click the desired link to configure its parameters or click the **Wizard icon**  to use the Quick Installation Wizard-Hotel. The Wizard will open, you may navigate further as described in the following.



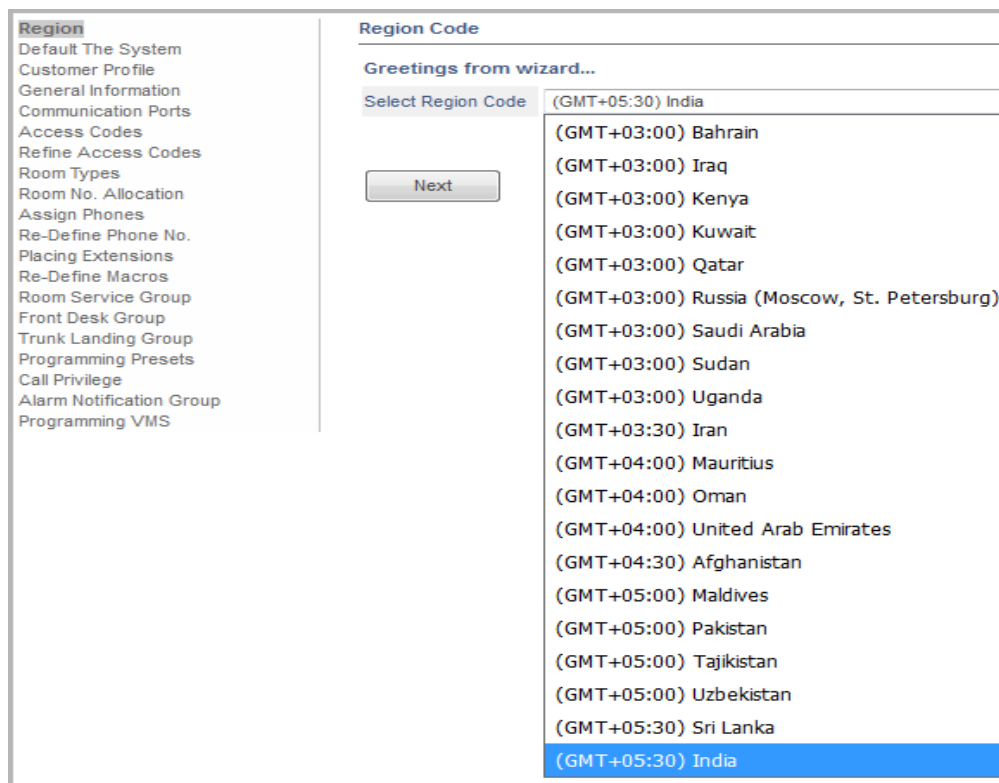
The Feature Menu is displayed as links on the left side panel of every page. You may click the link of the desired menu option to open the page.

Configuring the System with the Quick Installation Wizard - Hotel

5. Click the **Use Quick Installation Wizard-Hotel** link to open the Wizard.



6. Select the **Region** as asked by the Wizard. Click the **Next** button.



7. The Wizard will ask you to default the system. Please note that this will default the SARVAM UCS system as well as the Voice Mail System (VMS) Module (if installed in the system).

The screenshot shows a software installation wizard window. On the left is a vertical list of menu items: Region, Default The System (highlighted), Customer Profile, General Information, Communication Port, Access Codes, Refine Access Codes, Room Types, Room No. Allocation, Assign Phones, Re-Define Phone No., Placing Extensions, Re-Define Macros, Room Service Group, Front Desk Group, Trunk Landing Group, Programming Presets, Call Privilege, Alarm Notification Group, and Programming VMS. The main area on the right displays the text 'Loading Default Settings.....Please Wait for 143 seconds'.

8. Select the Customer Profile **Hotel** to enable the Hotel Mode.

The screenshot shows the same installation wizard window, but now at the 'Customer Profile' step. The left menu has 'Customer Profile' highlighted. The main area is titled 'Customer Profile' and 'One Step Ahead...'. It contains a label 'Select Customer Profile' next to a dropdown menu. The dropdown menu is open, showing three options: 'Hotel' (selected and highlighted in blue), 'Enterprise', and 'Hotel'. Below the dropdown is a 'Next' button.



*If you select **Enterprise** as customer profile, the wizard will prompt you to use the **Use Quick Installation Wizard-Standard PBX** and will close. You must enter the Hotel Installation Wizard again.*

9. Enter the **General Information** for the hotel: Name, Number and Types of rooms, whether PMS and CAS are used, etc.

Region Default The System Customer Profile General Information Communication Port Access Codes Refine Access Codes Room Types Room No. Allocation Assign Phones Re-Define Phone No. Placing Extensions Re-Define Macros Room Service Group Front Desk Group Trunk Landing Group Programming Presets Call Privilege Alarm Notification Group Programming VMS	General Information	
	Hotel Name	
	Number of Types of Rooms	10
	Number of Rooms	512
	Is Property Management System (PMS) Used?	No
	Is External Call Accounting Software (CAS) Used?	No
	PMS Interface Parameters	
	PMS Type	Type 1
	Destination Port	COM Port
	PMS Server's IP Address	
	PMS Server's Port	05000
	Listening Port (of System)	05000
	CAS Interface Parameters (SMDR Posting)	
	SMDR-OG Posting Protocol	Matrix
	Destination Port	COM Port
CAS Server's IP Address		
CAS Server's Port	05000	
Listening Port (of System)	06000	
Next		

10. Navigate the subsequent pages of the Wizard by clicking the **Next** button.

11. Use the **Help** Text embedded in each page of the Wizard for explanation, when in doubt or if you need clarification.

Region Default The System Customer Profile General Information Communication Ports Access Codes Refine Access Codes Room Types Room No. Allocation Assign Phones Re-Define Phone No. Placing Extensions Re-Define Macros Room Service Group Front Desk Group Trunk Landing Group Programming Presets Call Privilege Alarm Notification Group Programming VMS	Region Code		Help
	Greetings from wizard...		
	Select Region Code	(GMT+05:30) India	
	Next		

12. On completing the journey through the Wizard, the hotel installation will be complete.



- Avoid clicking the **Back** button of the browser, while navigating the Wizard, as it may disturb the configuration done by you in the previous pages.
- The Hotel Installation Wizard does not store any information with it. It simply acts as a one-way pipe receiving data from the Installer; converts the data in the format that the system can understand and submits it to the system. When the Installer clicks on the **Back** button of the browser, the values shown on the page are not retrieved from the database of the system.
- The Hotel Installation Wizard is meant to serve as a tool for first-time installation only. Opening the Wizard again after the installation will cause the system to restore the default settings automatically. The Installer must re-configure all the settings again.
- Once the system has been installed, changes in the configuration should be made using the SE web pages only.

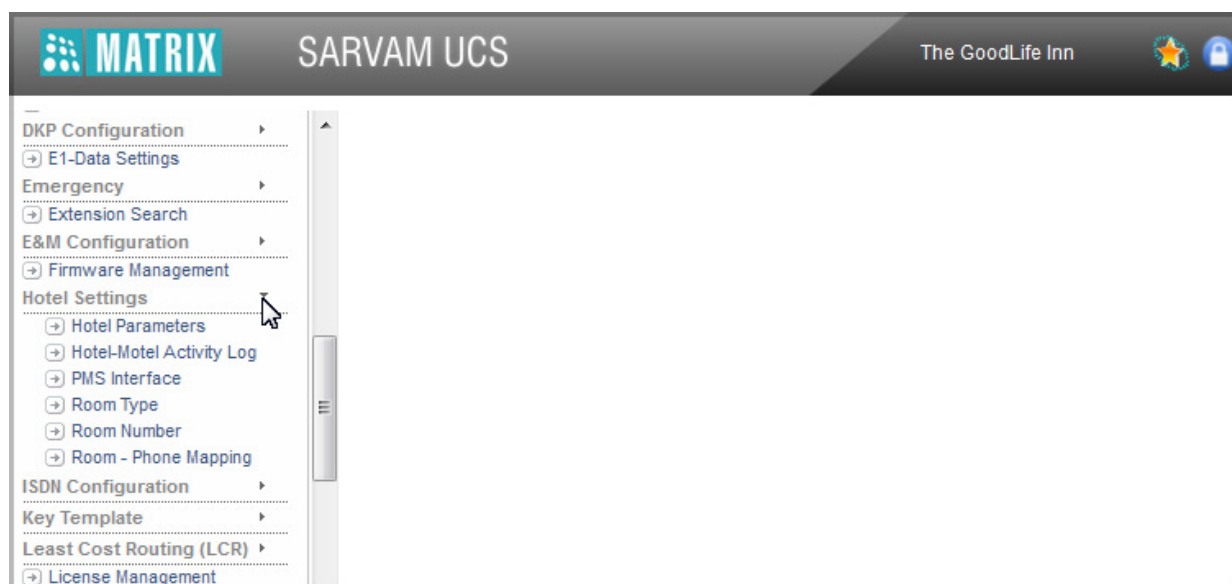
Configuring the System with the SE Web Pages

The Installer may use the SE web pages

- to make changes in the current configuration made using the Use Quick Installation Wizard-Hotel.
- to configure parameters not supported by the Wizard, for example: to customize the CAS protocol for the hotel, the Installer must use the 'SMDR-Posting' web page.

To configure the system using the SE web pages,

1. Log into Jeeves as System Engineer.
2. Under **Configuration**, click **Hotel Settings** on the left side panel.



3. Click the desired menu option from:
 - Hotel Parameters
 - Hotel Motel Activity Log
 - PMS Interface
 - Room Type

- Room Number
 - Room-Phone Mapping
4. After you have made the desired changes in the system/feature settings of a page, click **Submit** at the bottom of the page to affect the changes. You will get a prompt for confirmation whether you want to submit the parameters.
 5. Click **OK** to submit your settings.

If you do not **Submit**, the changes you have made will not be saved.

6. You can restore the default settings of the parameters displayed on the page by clicking **Default** at the bottom of the page.



- *The SE Web Pages can be accessed simultaneously by four users by entering the IP address in the address bar of their respective web browsers. If four users are already logged into Jeeves, the system displays the error message 'Sorry!!! Four Users already logged in'*
- *The Login Session Time (see screen) for each user is set by default to 60 minutes, after which the session will expire. This time period can be changed as per your preference, by configuring the 'Web Configuration Timer'. For instructions, read the topic 'Changing Login Session Time Out' later in this chapter.*

Changing IP Address and Subnet Mask

To change the IP Address and the Subnet Mask of the WAN Port of SARVAM UCS:

1. Enter the System Engineer (SE) mode from any extension of the SARVAM UCS, which may be EON or an SLT. Use of EON is strongly recommended.
2. Dial **1#91-SE Password**
3. Dial **2110-IP Address**
Press 'Enter' key to save IP Address.
E.g.: **2110-192168050009**, to change the IP Address to 192.168.50.09 and press 'Enter' key to save new IP Address.
4. Dial **2111-Subnet Mask** to change Subnet Mask.
E.g.: **2111255255255000** to change the Subnet Mask to 255.255.255.0 and press 'Enter' key to save.
5. Dial **00** and press 'Enter' key to exit from the SE mode.

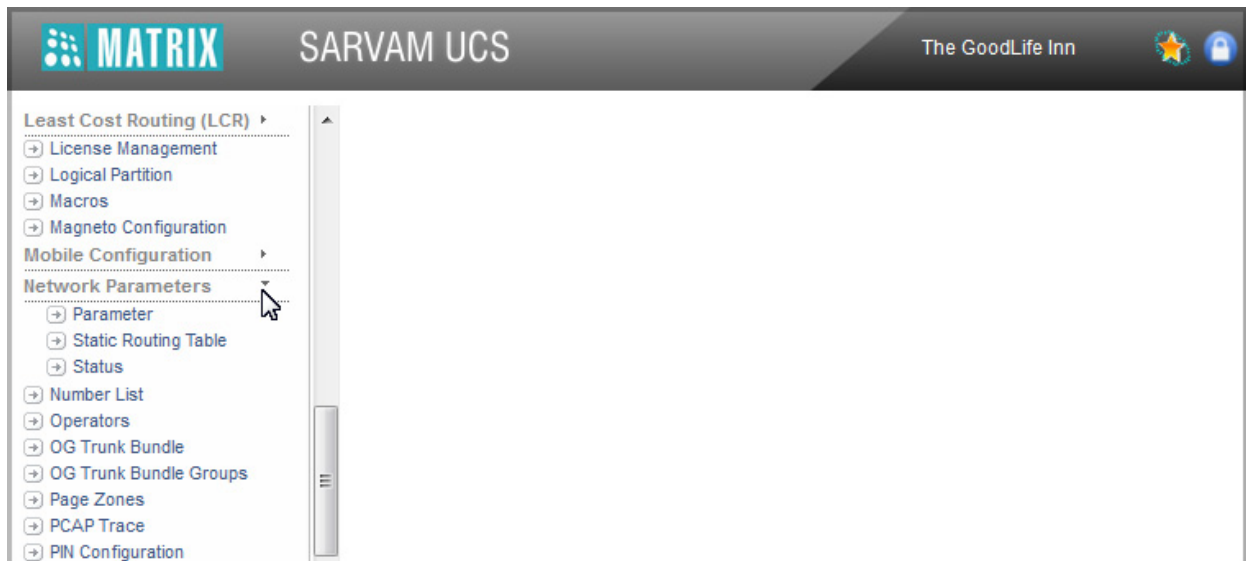


You cannot change the IP Address and Subnet Mask of the LAN Port by dialing commands.

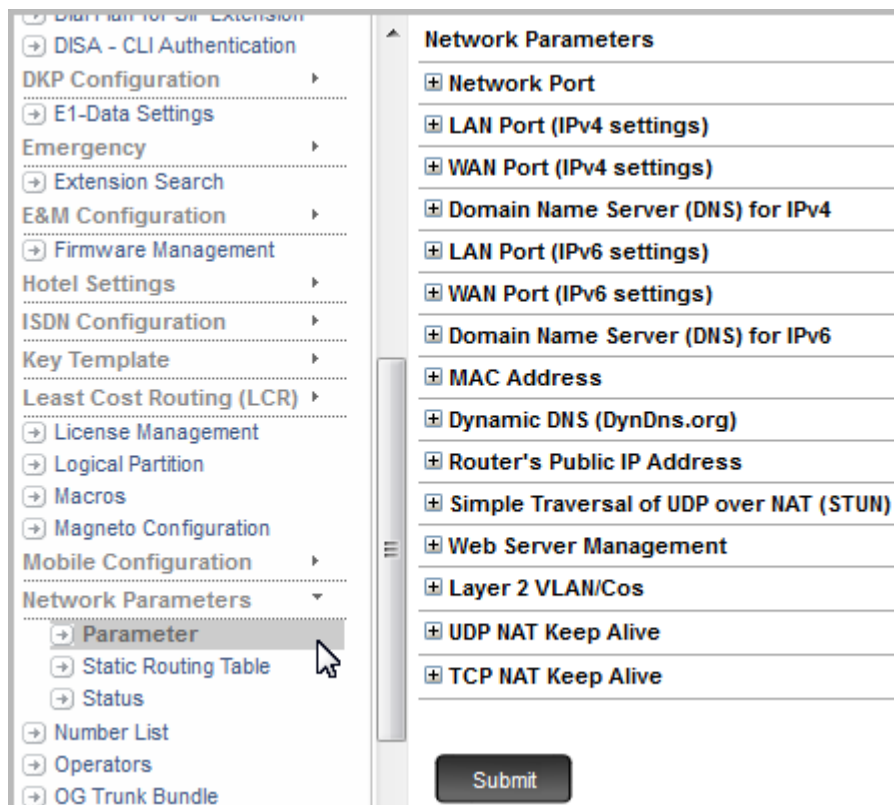
You can also change the IP Address and Subnet Mask of the LAN/WAN Port via the SE Web Pages:

1. Login as System Engineer.

2. Under **Configuration**, click **Network Parameters**.



3. Click **Parameters**.



4. Click **Network Port**.



5. **IP Addressing mode:** Select the IP version you want the system to use. You may select — IPv4 only or IPv4 and IPv6. Default: IPv4 only.

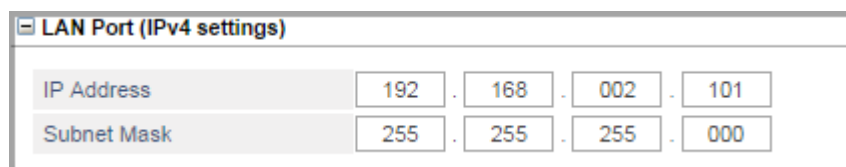
If you select IPv4 only, you can configure the IPv4 parameters only.

If you select IPv4 and IPv6, you can configure both IPv4 and IPv6 parameters.



The 'Network Port' configuration window contains two dropdown menus. The first, 'IP Addressing mode', is set to 'IPv4 and IPv6'. The second, 'Preferred DNS Server', is set to 'IPv4'.

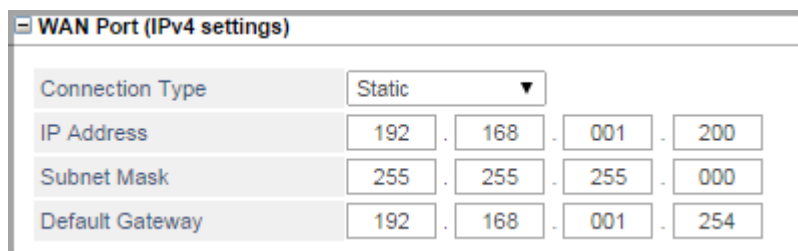
6. **Preferred DNS Server:** If you select IPv4 and IPv6 as the IP Addressing mode, you must select the Preferred DNS Server — IPv4 or IPv6. Default: IPv4.
7. To configure the **IPv4** details for LAN Port, click **LAN Port (IPv4 settings)**.



The 'LAN Port (IPv4 settings)' window displays input fields for IP Address and Subnet Mask. The IP Address is configured as 192.168.002.101 and the Subnet Mask is 255.255.255.000.

- **IP Address:** Enter the IP Address to be assigned to the LAN Port. The default IP Address is 192.168.002.100. You can assign only Static IP to the LAN Port.
- **Subnet Mask:** Enter the Subnet Mask to be assigned to the LAN Port. The default Subnet Mask is 255.255.255.0

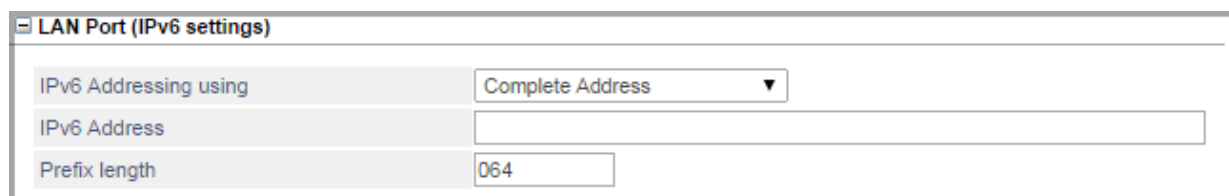
8. To configure the **IPv4** details for WAN Port, click **WAN Port (IPv4 settings)**.



The 'WAN Port (IPv4 settings)' window includes a 'Connection Type' dropdown set to 'Static'. Below it are input fields for IP Address (192.168.001.200), Subnet Mask (255.255.255.000), and Default Gateway (192.168.001.254).

- Select **Static** as the **Connection Type**. Enter the IP Address, Subnet Mask and the Gateway Address in the respective fields.

9. To configure the **IPv6** details for LAN Port, click **LAN Port (IPv6 settings)**.



The 'LAN Port (IPv6 settings)' window features an 'IPv6 Addressing using' dropdown set to 'Complete Address'. It also includes input fields for the IPv6 Address and a 'Prefix length' field set to 064.

- **IPv6 Addressing using:** You can select — Complete Address or Prefix. Default: Complete Address.

If you select Complete Address,

- Configure the **IPv6 Address** and the **Prefix Length**. The IP Address configured will be considered as the complete IPv6 address.

The Prefix Length is a decimal value that indicates how many of the high-order contiguous bits of the address comprise the prefix (the network portion of the address).

Valid Range of the IPv6 Address is A to F, a to f, 0 to 9,:(colon). It can be a maximum of 39 characters. Default: Blank.

The Prefix Length range is from 1 to 128 bits. Default: Blank.

If you select Prefix,

- Configure the **IPv6 Prefix**. The system will consider the configured value as 64 bit Prefix of the IPv6 Address. Then the system will generate the complete IPv6 Address from it. Default: Blank. Valid characters 0 to 9, a to f, A to F and : (colon). It can be a maximum of 21 characters.

10. To configure the **IPv6** details for WAN Port, click **WAN Port (IPv6 settings)**.

- Select **Static** as the **IPv6 Connection Type** and configure the following parameters:
- **IPv6 Addressing using:** You can select — Complete Address or Prefix. Default: Complete Address.

If you select Complete Address,

- Configure the **IPv6 Address** and the **Prefix Length**. The IP Address configured will be considered as the complete IPv6 Address.

The Prefix Length is a decimal value that indicates how many of the high-order contiguous bits of the address comprise the prefix (the network portion of the address).

Valid Range of the IPv6 Address is A to F, a to f, 0 to 9,:(colon). It can be a maximum of 39 characters. Default: Blank.

The Prefix Length range is from 1 to 128 bits. Default: 064

If you select Prefix,

- Configure the **IPv6 Prefix**. The system will consider the configured value as 64 bit Prefix of the IPv6 Address. The system will generate the complete IPv6 Address from it. Default: Blank.

Valid characters 0 to 9, a to f, A to F and : (colon). It can be a maximum of 21 characters.

- **Default Gateway for IPv6:** Configure the Gateway IP Address for the LAN/WAN Port. It can be a maximum of 39 characters. Default: Blank.

For detailed information see, *Configuring Network Parameters* in the SARVAM UCS System Manual.

11. Click the **Submit** button at the bottom of the page to save changes.

To change the IP Address and the Subnet Mask of the Ethernet(LAN/WAN) Port of the PC (for computers with Windows 2000 and XP Operating Systems):

1. Go to **My Network Places**.
2. Right click to open **Properties**.
3. Right click **Local Area Connection** to open **Properties**.
4. Click to select **Internet Protocol (TCP/IP)**.
5. Click **Properties** to open **Internet Protocol (TCP/IP) Properties**.
6. Enter the new IP Address and Subnet Mask.
7. Click **OK** to save changes.



If there is a DHCP server on the LAN to which the Ethernet (LAN/WAN) Port of the SARVAM UCS is connected, there is no need to change the IP Address or Subnet Mask, as these will be provided automatically by the DHCP server.

You must only enable the DHCP flag of the WAN Port. This can be done in two ways:

1. Enter the SE mode via EON/SLT.
To select DHCP as the Connection Type,
 - Dial **2116-2**.
 - Press Enter Key to save setting.

OR

2. Log into SE Web Page
 - Under **Configuration**, click **Network Parameters**.
 - Click **Parameters** to open the page.
3. To configure the **IPv4** details for WAN Port, click **WAN Port (IPv4 Settings)**.
 - Select **DHCP** as the **Connection Type**. The DHCP server will dynamically assign an IP Address, the Subnet Mask and the Gateway Address to the LAN/WAN Port. You have to configure the Domain Name Server (DNS) for IPv4 only, if not provided by your DHCP Server.
4. To configure the **IPv6** details for WAN Port, click **WAN Port (IPv6 Settings)**.

- Select **Statefull DHCPv6** as the **Connection Type** and configure the following parameters:
The network uses DHCP to obtain various necessary parameters from DHCP Servers so the DHCP clients can operate in an Internet Protocol (IP) network. Statefull DHCP is centrally managed on a DHCP server(s); and the DHCP clients use Statefull DHCP to obtain an IP address(es) and other useful configuration information from the DHCP server(s).
- **Prefix Length:** Configure the Prefix Length. The Prefix Length is a decimal value that indicates how many of the high-order contiguous bits of the address comprise the prefix (the network portion of the address).

Valid Range: 1 to 128 bits. Default: 064.

For detailed information see, *Configuring Network Parameters* in the SARVAM UCS System Manual.

- Click **Submit** at the bottom of the page to save setting.
- Log out of SE web pages.

Changing Login Session Time Out

As mentioned earlier in this section, each login session of the SE pages has been set to 60 minutes by default. The Login session will expire at the end of 60 minutes. The duration of the Login session can be changed as per your preference by changing the settings of the *Web Configuration Logout Timer*. To do this:

- Enter the SE mode via EON/SLT.
- Dial **2118-Time**
Where,
Time is from 001 to 255 minutes.
- Press Enter Key to save setting.

Logging Out Users from SE Web pages

It is possible for four users to simultaneously log in and use SE web pages. It is also possible to log out all these users at once by changing the *Web Configuration Release* settings.

- Enter the SE mode via EON/SLT.
 - Dial **2188** to log out all users.
 - Press Enter Key to save setting.

Configuring the System with the SA Web Pages

The Installer may use the SA web pages, to configure parameters not supported by the Wizard or SE Web pages

To configure the system using the SA web pages,

1. Log into Jeeves as System Administrator.
2. Click **Guest Group Mapping** on the left side panel.

Guest Group Mapping																		
Allow Internal Call from Guest Group	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
18	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Guest Group 0 cannot be edited. Guest assigned Guest Group 0, can make calls to administration phones only.
- Guest Group 99 cannot be edited. Guest assigned Guest Group 99, can make calls to all the guests as well as to administration phones.
- You can customize Groups 1 to 98 as per your requirement. To do so,
 - Against the desired **Allow Internal Call from Guest Group** number, select the check boxes of the desired **To Guest Group** numbers.
 - The Guest will be allowed to make calls to those Guest Groups whose check boxes are selected. All the guests within the different groups will be able to call each other.

For Example: If you want to allow guests in Guest Group 1 to make/receive calls to guests in Guest Group 3, 4, 5. Then against **Allow Internal Call from Guest Group** number 1, select the check boxes of **To Guest Group** numbers 3, 4 and 5.

- Click **Submit** to save your settings.
- To assign Guest Groups to guests, refer to [“Check-In”](#).

After Configuring the System

The Installer should train the person(s) who will be managing guests from the Reception (the Operator/Attendant/ Receptionist), in using the [“Front Desk User”](#).

In a typical hotel set-up, there is a reception area, referred to with different terms such as 'Reception', 'Front Desk', and 'Front Office'. For the purpose of this document, the word 'Front Desk' is used to refer to the reception area in the hotel.

The Reception/Front Desk/Front Office forms the hub of all hotel activities. It is not only the first point of approach for guest services, but also the place from where the entire hotel is coordinated; right from operating the hotel switchboard, welcoming and registering guests, assigning rooms, handing out keys, checking-out guests, processing of payments, handling reservations, keeping track of room availability and condition, keeping records of room assignment, coordinating with maid service and repair/maintenance services, to providing information to guests, solving their problems, and many more services.

To carry out these functions, the reception area is manned by hotel staff, referred to with different terms such as 'Receptionist', 'Attendant', 'Desk Clerk', 'Front Desk Agent', 'Lobby Attendant', among others.

In large hotels, Front Desk duties may be divided among several staff. In smaller hotels, where fewer staff are employed, a single person or two may take on a variety of Front Desk responsibilities.

For the purpose of this document, the terms 'Front Desk User' and 'Operator' have been used interchangeably to mean the hotel administration staff manning the reception area.

The Front Desk User operates the call and guest management functions of the SARVAM UCS from the Front Desk.

In addition to the numerous call management features, SARVAM UCS supports the following guest management functions from the Front Desk:

- Check-In the guest
- Check-Out the guest
- Set/Cancel Wake-up calls for the guest
- Set/Cancel Call Block to restrict/allow room-to-room calls
- Set/Cancel Call Forward for guests
- Set/Cancel Do Not Disturb (DND) for the guest
- Set/Cancel Message Wait for the guest
- Change Guest Presence - Guest-In and Guest-Out
- Print Hotel Reports (reports of Wake-up Calls, Reminders, Room Occupancy and Clean Status)
- Print Hotel-Motel Activity Logs.
- Reprint Check-Out Reports
- Shift Guests to from one room to another
- Reserve rooms for guests

These hotel functions can be managed using

- the 'Front Desk User' mode.
- the System Administrator (SA) mode.

Front Desk User Mode

The 'Front Desk User' is a Graphical User Interface offered by the SARVAM UCS for easy and efficient management of the above mentioned hotel functions.

You can access the Front Desk User mode using Jeeves only. The access to the Front Desk User mode is protected by means of a password.

Step-by-Step instructions on how to access and use this interface have been provided later in this chapter.

Hospitality establishments that do not use a Property Management System (PMS) can use the 'Front Desk User' as a tool to manage their hotel and guest management functions.



- *If the Hotel uses 'Front Desk User', the parameter 'Software Type' on the PMS Interface page under Hotel Settings (on SE Web Pages) should be configured as 'None'.*
- *If the Hotel uses PMS Interface, the Operator need not use the 'Front Desk User' for functions like Check-in, Check-Out, etc. Refer the chapter [“PMS Interface”](#).*

Front Desk User Password



You can log into the Front Desk User mode only after you have set the Front Desk User password from the SE mode using Jeeves. For more information, see [“Using Jeeves”](#).

Access to the Front Desk User configuration mode is protected via a password. As this password is meant for restricting access to the Front Desk User mode, we strongly recommend you to:

- Keep the password secret.
- Select a complex password that cannot be easily guessed.
- Change the password regularly
- Not use the **“Remember Password”** property of your Web Browser.

The password can be changed using Jeeves only and it must be as per the specifications given below:

- It must be a minimum of 6 characters and a maximum of 12 characters.
- It must include atleast one upper-case, one lower-case, one number and one special character.
- All ASCII characters (except Percentage %, Hash #, Equal to =, Plus +, And &, Backslash \, Less than <, Greater than >, Apostrophe ', Double Quote " and **Space**) are allowed.

To provide additional security,

- the password will be valid for 90 days and you will not be able to login with the existing password. You will be prompted to change the password.
- if you enter a wrong password five times consecutively within 10 minutes, the system will block the source IP Address for 10 minutes. This activity will be logged in the System Activity Log as well as the Simple Network Management Protocol (SNMP).

Front Desk User Web Pages

To log into Jeeves as the Front Desk User, see [“Operating the Front Desk User”](#).

System Administrator (SA) Mode



You can log into the SA Mode only after you have set the password for the SA Web login and SA Extension login from the SE mode using Jeeves. For more information, see [“Using Jeeves”](#).

It is also possible to perform the above listed hotel functions from the System Administrator (SA) mode by:

- directly dialing SA commands from an administration extension, designated as System Administrator Extension, or
- entering the password-protected SA mode from an administration extension and dialing SA commands, or
- logging into the SA Web pages.

The administration phone may be the Matrix proprietary digital key phone, EON, or any standard Single Line Telephone (SLT), Matrix proprietary Extended IP Phone. For the ease of operation, the Front Desk User/Operator is recommended to use EON or the Matrix Extended IP Phone, instead of an SLT.

In the default settings, all extensions defined as administration phones in the Hotel are allowed dialing of SA commands after entering the SA password³. The administration phone users can simply lift the handset and dial the SA Command strings after dialing the password, and replace the handset.

The users of the Administrative phones can set the features — Call Privilege (Dynamic Lock), Call Forward and Call Forward Scheduled, DND and Hotline using SA Web pages or SA Commands only if these are enabled in the CoS assigned to their extensions.

The SA password can be changed and reset by the System Engineer. Refer the topic ‘*System Security*’ in the SARVAM UCS System Manual for instructions on how to change and reset the SA Password.

SA Web Pages

To access the SA Web Pages, you will need the current IP Address of the LAN/WAN Port of SARVAM UCS, and the current SA Password.

For detailed instructions on accessing the SA Web Pages, refer the topic ‘*Configuring SARVAM UCS*’ in the SARVAM UCS System Manual.

SA Password for configuration using Jeeves

The SA password is a code for preventing unauthorized access to the SA mode. As this password is meant for restricting access to the SA mode, we strongly recommend you to:

- Keep the password secret.
- Select a complex password that cannot be easily guessed.

3. For direct dialing of SA commands (without a password), the feature ‘SA Extension’ must be enabled in the Class of Service (CoS) group of the Station Basic Feature Template assigned to the extension. When the system is installed to work in the ‘Hotel’ mode (see “Customer Profile”), the default Station Basic Feature Template Number 50 is assigned to all phones defined as administration extensions. The CoS group of this template has ‘SA Mode’ enabled. Thus, in the default settings all administration phones are allowed to dial SA Commands after entering the SA password.

- Change the password regularly
- Not use the “**Remember Password**” property of your Web Browser.

The password can be changed using Jeeves only and it must be as per the specifications given below:

- It must be a minimum of 6 characters and a maximum of 12 characters.
- It must include atleast one upper-case, one lower-case, one number and one special character.
- All ASCII characters (except Percentage %, Hash #, Equal to =, Plus +, And &, Backslash \, Less than <, Greater than >, Apostrophe ', Double Quote " and **Space**) are allowed.

To provide additional security,

- the password will be valid for 90 days and you will not be able to login with the existing password. You will be prompted to change the password.
- if you enter a wrong password five times consecutively within 10 minutes, the system will block the source IP Address for 10 minutes. This activity will be logged in the System Activity Log as well as the Simple Network Management Protocol (SNMP).

SA Commands

SA commands consist of a prefix string **1072**, followed by the Feature Access Code. For example: To set Do Not Disturb for Room 305, dial **1072-001-305**

The default Access Codes can be changed by the installer/System Engineer as per the hotel requirement. Refer the topic ‘Access Codes’ in the SARVAM UCS System Manual.

SA Password for configuration from extensions

The password can be a minimum of 4 digits to a maximum of 12 digits. The valid digits are from 0 to 9. It can be changed and reset by the System Engineer. To avoid unauthorized access, we recommend you to change the password. Make sure it is strong and is kept confidential.

Refer the topic *System Security* for instructions on how to change the SA Password.

Entering SA Mode using a Telephone

To enter SA mode via an administration extension,

- Dial **1#92-SA Password**
- You get a programming tone to indicate entry into the SA mode⁴.
- Dial SA Command strings: **1072-Feature Access Code**.
- You get a confirmatory tone and text message on the phone display (if using EON).
- Replace handset to exit SA mode.

This chapter explains the features/functions that the Operator can access and use with the 'Front Desk User'. To know how to use the same features/functions with SA Commands, please refer the description of individual features in the chapter [“Hospitality Features”](#).

4. For incorrect password, the system will play an error tone.

Operating the Front Desk User

To be able to access and use the Front Desk User, the Operator/Front Desk Personnel would require:

- Training in operating the Front Desk User.
- The IP Address of the LAN Port of SARVAM UCS.
- Access to the PC (stand-alone or connected to a LAN) to which the SARVAM UCS is connected.
- A web-browser, either Internet Explorer or Mozilla Firefox, installed on the PC.

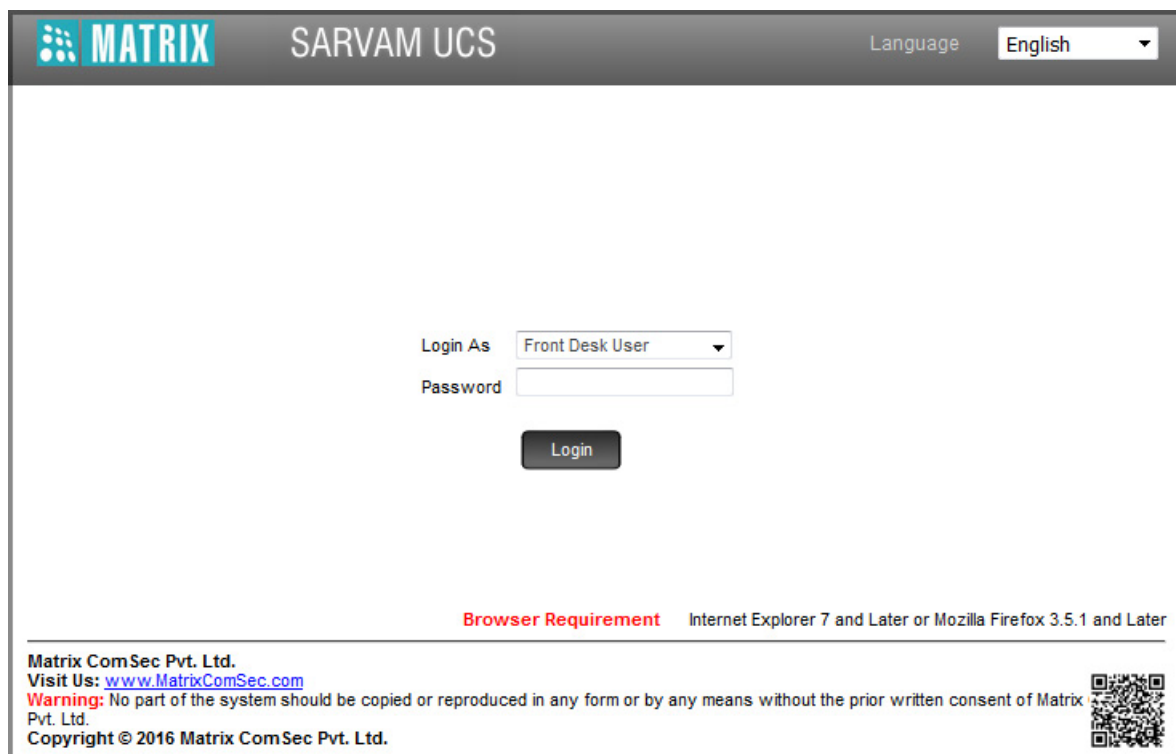
All these should be provided by the Installer after the system has been set up in the Hotel. Refer the chapter "[Setting Up SARVAM UCS for Hospitality Application](#)".

Now, the Operator may follow these steps to access and operate the Front Desk User mode:

1. Open the web-browser, either Internet Explorer 7 or later or Mozilla Firefox 3.5.1 or later, on the PC.
2. In the address bar of the browser, enter **https://192.168.2.100**.

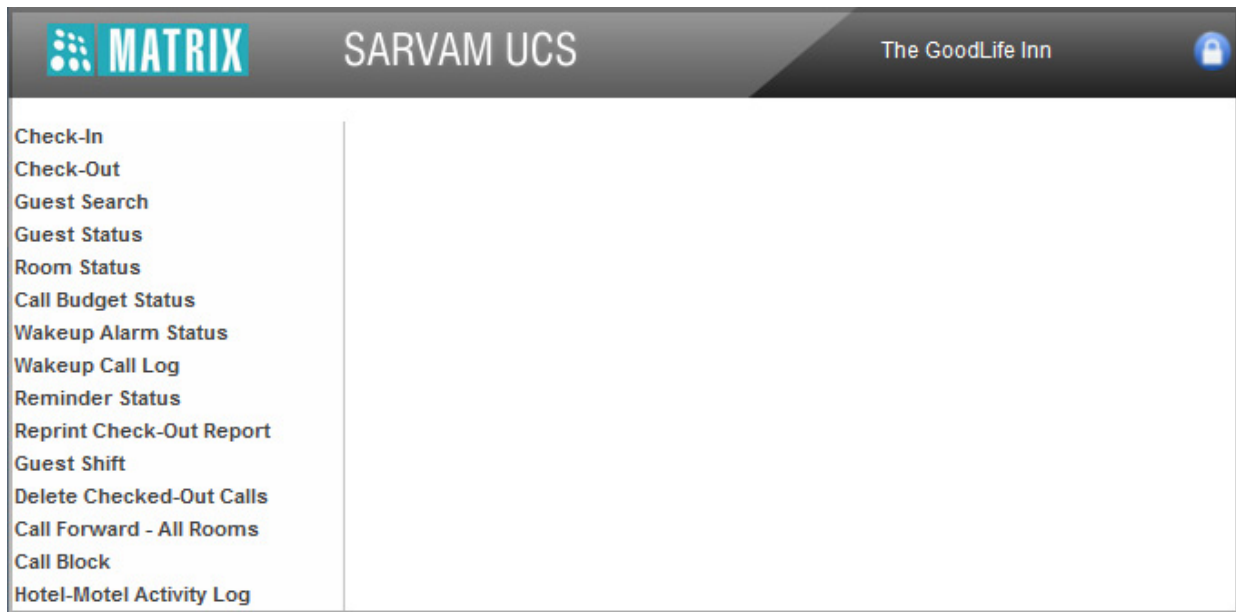


3. On the login page in **Login as** select **Front Desk User**.

A screenshot of the SARVAM UCS login page. The page has a dark header with the 'MATRIX' logo and 'SARVAM UCS' text. To the right of the header is a 'Language' dropdown menu set to 'English'. The main content area is white and contains a login form. The form has a 'Login As' dropdown menu with 'Front Desk User' selected, a 'Password' input field, and a 'Login' button. Below the login form, there is a red 'Browser Requirement' notice that reads 'Internet Explorer 7 and Later or Mozilla Firefox 3.5.1 and Later'. At the bottom of the page, there is a footer with the text 'Matrix ComSec Pvt. Ltd.', a warning about copyright, and a QR code.

4. In **Password**, enter the Front Desk User Password.
5. Click **Login**.
6. On successful login, the **Home** page of the Front Desk User opens.

A menu of various guest management functions are displayed as links on the left navigation bar.



7. Click the desired menu option link to open the form. For example, to check in a guest, click the **Check-In** link, the form for checking-in guests will open. Each of these forms has been described in detail later in this chapter.
8. To exit the Front Desk User, click **Logout** icon on the top right corner.

Described in the following are the functions supported by the Front Desk User mode, along with instructions for the Operator for using them.

Check-In

Click the **Check-In** link to check in a guest.

The Check-In form offered to the Operator is shown below:

Check-In	
Guest Number	<input type="text"/>
Guest Title	<input type="text" value="Mr."/>
Guest Name	<input type="text" value="GoodFellow"/>
Guest VIP Status	<input type="text" value="VIP"/>
Check-In Profile	<input type="text" value="Family"/>
Room Number	<input type="text" value="305"/>
Phone Number	<input type="text"/>
Mailbox	<input type="text" value="Yes"/>
Mailbox Language	<input type="text" value="English"/>
Phone Ringing Pattern	<input type="text" value="One by One"/>
Call Budget Amount (₹)	<input type="text" value="1000"/>
Call Privilege	<input type="text" value="All Calls"/>
Guest Group	<input type="text" value="99"/>
<input type="button" value="Check-In"/>	

Guest Number: Guest Number is an automatically generated field. You cannot change it.

Guest Title: Enter the guest title like Mr., Mrs., Ms., Dr., Cmdr., Prof., etc.

Guest Name: Enter the guest name. The guest name with guest title will appear on your phone when the guest calls you. The guest name along with the guest title will also appear on the Check-Out Report.

Guest VIP Status: Select the option, 'VIP' if you want to offer preferential services to the guest. Doing so, whenever the guest calls you, you will get triple ring on your (Operator) phone. Also, the call of the VIP guest will be answered first. By default, all the guests are designated as 'Non-VIP' guests.

Check-In Profile: You can check-in the guest as Single, Family or Budget.

- Check in the guest as 'Single' when only one person occupies a room.
- Check in the guest as 'Family' when more than one person occupy the same room/rooms as one family. If you are checking in a guest into a Suite room, select 'Family' as check-in profile.
- Check in the guest as 'Budget' when more than one guest occupies the same room. Select this option if you are checking in multiple guests into the same room, who are to be billed individually. This is useful for checking in guests in hotels with dormitory style rooms and admitting patients into multiple-bed wards in a hospital.

Room Number: Enter the Room Number into which the guest is to be checked in. This field is enabled, when the Check-in Profile is selected as 'Single' or 'Family'.

Phone Number: Enter the Phone Number which will be occupied by the guest. This field is enabled, when Check-in Profile is selected as 'Budget'.

Mailbox Required: Select 'No' if you do not want to provide mailbox facility to your guest. By default, all the guest phones are provided a mailbox.

Mailbox Language: Select the desired language in which the VMS prompts should be played. Default: English.

Phone Ringing Pattern: You can select the Phone Ringing Pattern. Phone Ringing Pattern is the sequence in which the phones in the room shall ring when a call is received.

- Select 'First Only', if it is required that only one phone in the room rings.
- Select 'Simultaneous', if it is required that all the phones in the room ring.
- Select 'One by One', if it is required that the phones in the room ring one by one.
- Select 'Stepped', if it is required that one phone in the room rings for 15 seconds, thereafter two phones in the room ring for the next 15 seconds and so on.
- Select 'All after First', if it is required that one phone in the room rings for 15 seconds and thereafter all the phones in the room ring.

This field is enabled only when Check-in Profile is selected as 'Single' or 'Family'.

This field has a preset value. The Operator need not change this field if the Hotel Administration decides to have the same Phone Ringing Pattern for all the rooms and all the guests.

Call Budget Amount: Enter the amount for which you wish to allow the guest to make calls. This field has a preset value. Do not change this field if your Hotel Administration's practice is to allot a Call Budget Amount uniformly for all guests.

Call Privilege: Select the Call Privilege Option. Call Privilege Option determines the type of calls you wish to allow your guest to make.

- Select Call Privilege 'No Calls', if you do not want your guest to make any outgoing calls.
- Select Call Privilege 'Local Calls', if you want your guest to make calls only in the local area.
- Select Call Privilege 'National Calls', if you want your guest to make long distance calls within the country.
- Select Call Privilege 'All Calls', if you want your guest to make local, long-distance and International calls without any restriction.

This field has a preset value. You need not change this field if the Hotel Administration decides to offer the same Call Privilege uniformly to all guests.

Guest Group: Enter the Guest Group number.

- Enter Guest Group = 00, if you want the guest to make calls only to you and other administration phones.
- Enter Guest Group = 01 to 98, if you want the guest to make calls to you and to the guest having the same guest group number or other Groups as well. The calling options between guest groups can be configured as per your requirement. For details, refer to [“Configuring the System with the SA Web Pages”](#).
- Enter Guest Group = 99, if you want the guest to make calls to you as well as to other guests in the hotel. This field has a preset value. You need not change this field if the Hotel Administration decides to allow the guests to make calls to the Operator and other guests as well.

- Click 'Check-In' button to check-in the guest. On successful check-in, the form will appear with the guest number generated by the system for the guest.

Check-In

Guest Number: 1055001

Guest Title: Mr.

Guest Name: GoodFellow

Guest VIP Status: VIP

Check-In Profile: Family

Room Number: 305

Phone Number:

Mailbox: Yes

Mailbox Language: English

Phone Ringing Pattern: One by One

Call Budget Amount(₹): 1000

Call Privilege: All Calls

Guest Group: 99

Checked-in successfully.

Close

Also read the description of the “[Check-In](#)” feature in the chapter Hospitality Features.

Check-Out

Click the **Check-Out** link to check out a guest.

The Check-Out form opens up as shown below:

Check-Out

☐ Guest Number

☒ Room Number: 301

☐ Phone Number

Check-Out

You can check out a guest by entering any of the following:

- the Guest Number (generated automatically by the System on successful check-in)
- Room Number of the guest⁵
- Phone Number of the guest⁶

Click **Check-Out** button.

The system will perform the Check-Out and the Check-Out Report will be displayed on your computer screen.

The reports can be printed directly to the local printer connected to the computer or they can be printed automatically by the system if the destination port has been assigned.



- *Ensure that a Destination Port has been defined by the Installer for Printing the Check-Out Report and a printer is connected at this port. If no Port has been assigned, you will get an Error message on your screen informing you of it.*
- *You may either ask the guest to provide their Guest Number/Room Number/ Phone Number to perform the check-out, or you may look up the 'Guest Status' form in the Wizard to find out this information. To be able to look up this information in Guest Status form, you must have at least the name of the guest who is to be checked-out. You can know the name of the guest requesting the check-out when s/he calls you. The name and title of the guest will be displayed on your phone.*

Also read the description of the [“Check-Out”](#) feature in the chapter Hospitality Features.

Guest Search

Use Guest Search if you want to reach the **Guest Services** form of a particular guest or a room.

Click the **Guest Search** link to open the form.

Enter the required information in any of the fields on the form (Guest Number/Name/Room Number/Phone Number).

5. Room Number can be assigned only to guests who are checked in with the profile 'Single' or 'Family'.
6. Phone Number can be assigned only to guests who are checked in with the profile 'Budget'.

Click the **Submit** button. The form of the particular guest/room will open.

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log	Guest Services	
	Guest Profile	Room Profile
	Guest Number: 1055001	Room Number: 305
	Guest Title: MR.	Room Type: StandardSingle
	Guest Name: Goodfellow	Check-In Profile: Family
	Guest VIP Status: VIP	Occupancy Status: Occupied
	Check-in Date: 02 - April - 2016	Clean Status: Clean
	Check-in Time: 11 Hrs 06 Mins	Phone Ringing Pattern: One by One
	Call Count: 0	Submit
	Room Phones: 3005	
<th>Guest Privilege</th>		Guest Privilege
Phone Number : 3005 Phone Name : MR. Goodfellow		
Message Wait: Message Wait Do Not Disturb: OFF Allot Call Budget (₹): Call Budget Allotted/Used (₹): 1000/0.00	Message Wait is not Set. Clear Message Wait Set DND with text message: Do Not Disturb Guest Presence: Yes Occupancy Status: Occupied	

You can make the required changes on the Guest Services form.

Guest Status

Click the **Guest Status** link to open the form.

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log	Guest Status		
	Guest Number	Guest Name	Room/Phone Number
	1055001	MR. Goodfellow	305
	1055002	Miss Elizabeth	303
	1055003	MR. James	304

This form will give you details of checked-in guests by their Guest Number, Name, Room/Phone number.

The room number will be displayed for guests who are checked in with the Check-In Profile 'Single' or 'Family'.

The phone number will be displayed for guests who are checked in with the Profile 'Budget'.

Room Status

Click the **Room Status** link to view the Occupancy and Clean Status of rooms in the hotel.

The screenshot shows the 'Room Status' interface. On the left is a sidebar menu with the following items: Check-In, Check-Out, Guest Search, Guest Status, Room Status, Call Budget Status, Wakeup Alarm Status, Wakeup Call Log, Reminder Status, Reprint Check-Out Report, Guest Shift, Delete Checked-Out Calls, Call Forward - All Rooms, Call Block, and Hotel-Motel Activity Log. The 'Room Status' item is highlighted. The main area is titled 'Room Status' and contains a form with the following elements: a 'List' dropdown set to 'All', a label 'Rooms having occupancy status', a dropdown menu currently showing 'Vacant' with a list of options (Occupied, Vacant, Reserved, Guaranteed, Any) open, and a label 'and clean status' followed by a dropdown set to 'Clean'. A 'List Down' button is located below the filters.

You can list down rooms by:

- **"Room Types"** - as defined by the Hotel and configured by the SE.
- **"Occupancy Status"** - vacant, occupied, guaranteed, reserved.
- **"Clean Status"** - clean, dirty, out-of-service, maid present, inspection pending, occupied/clean, occupied/dirty, vacant/clean, vacant/dirty.

The system will generate a Room Status Report with the options you have used for listing down the rooms.

The screenshot shows the 'Room Status' report table. The table has the following columns: Room Number, Check-In Profile, Phone Number, Occupancy Status, Guest Presence, Clean Status, and Call Privilege. The data rows are as follows:

Room Number	Check-In Profile	Phone Number	Occupancy Status	Guest Presence	Clean Status	Call Privilege
303	Single	3003	Occupied	Guest-In	Clean	All Calls
304	Single	3004	Occupied	Guest-In	Clean	All Calls
305	Family	3005	Occupied	Guest-In	Clean	All Calls

Thus, with the Room Status information, you can:

- check availability of the Room Type required by the guest at the time of check-in and at the time of booking.
- keep track of clean status of rooms and arrange for room cleaning.



You can change the Occupancy and Clean Status of a particular room from the 'Guest Services' form of that room.

Read the description of the features **"Occupancy Status"** and **"Clean Status"** in the chapter Hospitality Features.

Call Budget Status

Click the **Call Budget Status** link to view the Call Budget Amount allotted to a guest and the amount consumed by the guest.

Check-In

Check-Out

Guest Search

Guest Status

Room Status

Call Budget Status

Wakeup Alarm Status

Wakeup Call Log

Reminder Status

Reprint Check-Out Report

Guest Shift

Delete Checked-Out Calls

Call Forward - All Rooms

Call Block

Hotel-Motel Activity Log

Call Budget Status

Phone Number	Allotted Amount (₹)	Consumed Amount (₹)
2001	9999.00	0.00
2002	9999.00	0.00
2003	9999.00	0.00
2004	9999.00	0.00
2005	9999.00	0.00
2006	9999.00	0.00
2007	9999.00	0.00
2008	9999.00	0.00
2009	9999.00	0.00
2010	9999.00	0.00

Print

Close

The Call Budget Status is displayed for each phone number.

Read the description of the “[Call Budget](#)” feature in the chapter Hospitality Features.

Wake-up Alarm Status

Click the **Wakeup Alarm Status** link to view the Wake-up call requests that are yet to be served. You can also view the Wakeup Call Log Status on the phone LCD using the DSS key assigned to Wakeup Call Log.

Check-In

Check-Out

Guest Search

Guest Status

Room Status

Call Budget Status

Wakeup Alarm Status

Wakeup Call Log

Reminder Status

Reprint Check-Out Report

Guest Shift

Delete Checked-Out Calls

Call Forward - All Rooms

Call Block

Hotel-Motel Activity Log

Wakeup Alarm Report

Phone Number	Alarm	Cancel Alarm
3005(Goodfellow)	00:00 * +	<input type="checkbox"/>
3005(Goodfellow)	05:10 * +	<input type="checkbox"/>
3005(Goodfellow)	16:16	<input type="checkbox"/>

Daily Alarm is denoted by *.

Personalized Alarm is denoted by +.

Print

Cancel Selected Alarms

Close

Read the feature description for “[Wake-up Calls](#)” in the chapter Hospitality Features.

Wake-up Call Log

You can view the log of Wake up Alarms and Reminders set by the Guest and Front Desk User/System Administrator (SA) from the Wakeup Call Log link. You can also view the log of Wake up Alarms and Reminders from the DSS key assigned to Wakeup Call Log.

When you view the Wake-up Call Log using Jeeves it displays the following details:

- Phone Number: The number of the extension for which the Wake-up call/reminder has been set.
- Alarm Time: Time when the Wake-up call/Reminder must ring on the desired extension. If Reminders have been set the Dates of the Reminders are also displayed along with the time.
- Status: The current status of the Wake-up call/Reminder; by whom it was set, whether answered, acknowledged by guest, etc.
- Date and Time: This is the date and time when the Wake-up call/Reminder was set.

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log	Wakeup Call Log			
	Phone Number	Alarm Time	Status	Date and Time
	3001	00:00	Wakeup Call not served, 3001 found Busy	02-03-2016 at 00:00:04
	3001	24-02-2016 at 22:49	Set by Front Desk	24-02-2016 at 23:09:09
	3001	25-02-2016 at 00:00	Set by Front Desk	24-02-2016 at 23:09:29
	3001	25-02-2016 at 00:00	Wakeup Call not served, 3001 found Busy	25-02-2016 at 00:00:04
	3002	00:00	Set by Front Desk	01-03-2016 at 02:11:38
	3002	00:00	Wakeup Call not served, 3002 found Busy	03-03-2016 at 00:00:01
	3002	00:00	Wakeup Call not served, 3002 found Busy	04-03-2016 at 00:00:08
	3002	00:00	Wakeup Call not served, 3002 found Busy	05-03-2016 at 00:00:05
	3002	00:00	Wakeup Call not served, 3002 found Busy	07-03-2016 at 00:00:05
	3002	00:00	Wakeup Call not served, 3002 found Busy	08-03-2016 at 00:00:05

When a DSS key is assigned to Wakeup Call Log, this log contains:

- Unanswered Alarm/Reminder Calls - This log will display both Alarms Calls that have not been answered as well as unacknowledged Alarm Calls.
- Pending Alarm/Reminder Calls - This log will display Alarm Calls which have been set for a later time and/or date.
- Served Alarm/Reminder Calls - This log will display Alarm Calls which have already been served.

Front Desk User/System Administrator (SA) can check Alarms/Reminders set (pending), served and unanswered for last 24 hours. Altogether maximum 500 entries will be displayed. Each Alarm/Reminder Call will display the details of time (hours and minutes), date and type (once only, daily).

The LED of the DSS key assigned to Wakeup Call Log glows in Red to indicate Unanswered Alarm/Reminder calls or it glows in Blue to indicate Pending Alarm/Reminder calls.

If there are both, Unanswered and Pending Alarm/Reminder calls, the LED of the DSS key will glow in Red. After Front Desk User/System Administrator (SA) view the Unanswered Alarm/Reminder Calls, the LED will glow in Blue to indicate Pending Alarm/Reminder Calls. The LED will glow in Blue till all the Pending Alarm/Reminder calls have been served. If any Daily Alarm has been set the LED of the DSS key will glow in Blue till the alarm is canceled.

To view the log from any DKP / Extended IP Phone,

- Press the DSS Key assigned to Wakeup Call Log.
- The phone displays the logs — Unanswered Alarm/Reminders Calls, Pending Alarm/Reminders Calls, Served/Reminders Alarm Calls.
- Select the desired log to view the details in the respective log.

For more details, see [“Wake-up Calls”](#), [“Reminders”](#) and [“Hotel-Motel Activity Log”](#).

Reminder Status

Click the **Reminder Status** link to view the Reminder call requests that are yet to be served. You can view the same using the DSS key assigned to Wakeup Call Log. For details, see [“Wake-up Call Log”](#).

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log	Reminder Report		
	Phone Number	Reminder	Cancel Reminder
	3004(James)	28-Mar-2016 at 02:05 +	<input type="checkbox"/>
	3004(James)	28-Mar-2016 at 14:20 +	<input type="checkbox"/>
	Personalized Reminder is denoted by +.		
	<input type="button" value="Print"/>	<input type="button" value="Cancel Selected Reminders"/>	<input type="button" value="Close"/>

Read the feature description for [“Reminders”](#) in the chapter Hospitality Features.

Reprint Check-Out Report

Click the **Reprint Check-Out Report** link if you want to print the Check-Out report for a guest again.

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log	Reprint Check-Out Report	
	<input type="radio"/> Guest Number	<input type="text"/>
	<input checked="" type="radio"/> Room Number	<input type="text" value="305"/>
	<input type="radio"/> Phone Number	<input type="text"/>
	<input type="button" value="Submit"/>	<input type="button" value="View"/>
	Check Out Reports on - COM Port	

Enter the required information in any one of the fields on the form, that is, either Guest Number, or Room Number, or Phone Number.

Click the **Submit** button.

The system displays the report on the computer screen. This report can be printed directly on the local printer connected to the computer or the system will automatically print the Check-Out report for the guest again on the destination port as assigned and prompt you to collect the report.



Ensure that a Destination Port has been defined by the Installer for printing the Check-Out Report and a printer is connected at this port. If no Port has been assigned, you will get an Error message on your screen informing you of it.

Read the feature description for [“Check-Out”](#) in the chapter Hospitality Features.

Guest Shift

Click the **Guest Shift** link to move guests from the room they are currently occupying to another room.

You can shift the guest by entering the required information into any one of the fields: Guest Number, Room Number, Phone Number.

In the field **Shift to** enter the new Room Number or Phone Number to which the guest is to be shifted.

If the Check-In Profile is **Single** or **Family** enter Room Number.

If the Check-In Profile is **Budget** enter Phone Number.

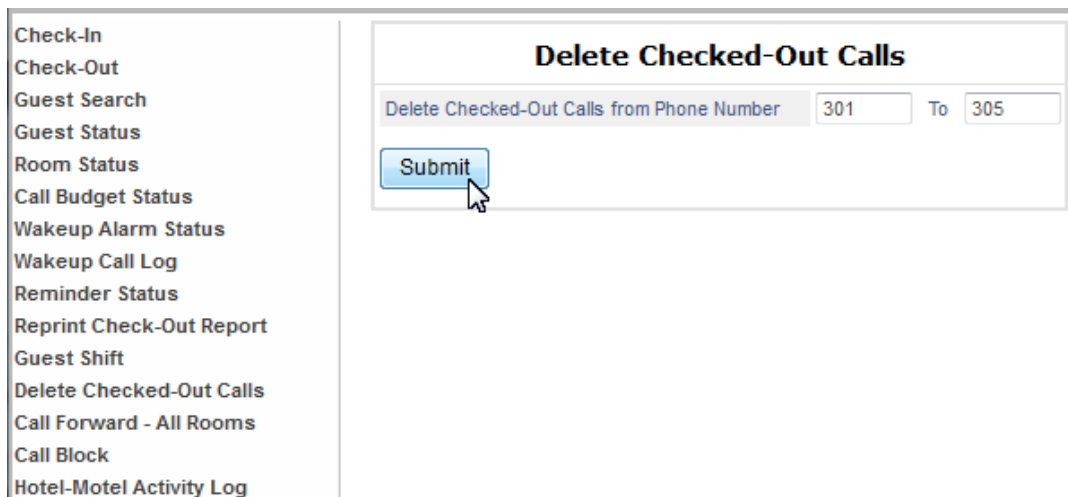
Read the feature description for [“Guest Shift”](#) in the chapter Hospitality Features.

Delete Checked-Out Calls

The call records of checked-out guests remain stored in the SMDR buffer, even after the check-out reports have been printed, allowing you to reprint them, if and whenever required later.

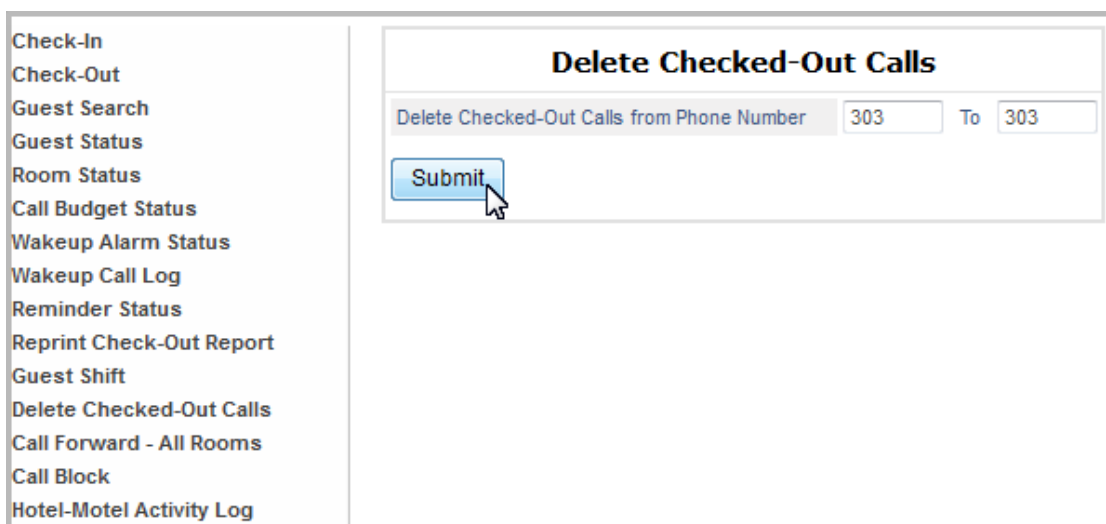
These records will remain stored in the SMDR buffer until manually deleted or until the SMDR buffer is filled to capacity, in which case the previous call records will be replaced by the recent ones based on the First In First Out logic.

Click the **Delete Checked-Out Calls** link if you want to delete call records of guests who have been checked-out.



The screenshot shows a web interface with a sidebar menu on the left and a main content area. The sidebar menu includes links: Check-In, Check-Out, Guest Search, Guest Status, Room Status, Call Budget Status, Wakeup Alarm Status, Wakeup Call Log, Reminder Status, Reprint Check-Out Report, Guest Shift, Delete Checked-Out Calls, Call Forward - All Rooms, Call Block, and Hotel-Motel Activity Log. The 'Delete Checked-Out Calls' link is highlighted. The main content area has a title 'Delete Checked-Out Calls' and a form with the text 'Delete Checked-Out Calls from Phone Number'. There are two input fields: the first contains '301' and the second is labeled 'To' and contains '305'. Below the input fields is a blue 'Submit' button with a mouse cursor pointing at it.

- Enter the range of Phone numbers whose outgoing call records are to be deleted.
- If you want to delete records of a single phone number, enter the same number in both **To** and **From** fields.



This screenshot is similar to the previous one, showing the same sidebar menu and main content area. In the main content area, the 'Delete Checked-Out Calls' form has the same title and text. However, both the first input field and the 'To' input field now contain the number '303'. The blue 'Submit' button is still present with a mouse cursor pointing at it.

- Click **Submit** to delete records.



The above action will not delete the call details of the guest room phone(s) that is currently checked-in.

Call Forward-All Rooms

Click the **Call Forward-All Rooms** link to divert calls landing on all guest room phones in the hotel to either a Voice Mail or to a Phone Number.

If calls are to be forwarded to a Voice Mail, you can further select the conditions under which these may be forwarded: Unconditionally, When Busy, When No Reply, When Busy or No Reply.

If calls are to be forwarded to an External Phone Number, enter the destination phone number to which these may be forwarded.

Click **Submit** to set Call Forward.

This feature is generally used to forward calls to all rooms to a Voice Mail System during the night hours, so that guests are not disturbed and at the same time ensuring that they do not miss important calls.



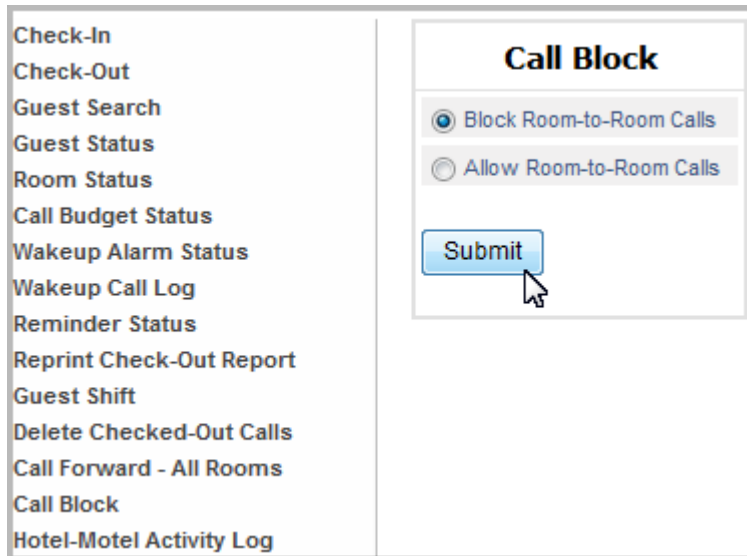
- *Call Forward to Voice Mail is possible only if a Voice Mail System Module is installed in the SARVAM UCS.*
- *Call Forward to an External Phone Number is possible only unconditionally.*
- *You can also set/cancel Call Forward for individual guests, from the 'Guest Services' form of each of these guests.*



- *Use “[Guest Search](#)” to reach the 'Guest Services' form of a particular guest or a room.*
- *On the 'Guest Services' form, under 'Guest Privilege'.*
 - *Select the desired Call Forward type, that is, Forward to Voice Mail or an External Phone Number. Click the 'Call Forward' button. The button will turn into red colour.*
 - *To cancel Call Forward for this guest, click the 'Call Forward' button again, the button will turn to its original color.*

Call Block

Click the **Call Block** link if you want to restrict room-to-room calls.



- To set Call Block,
 - click the radio button **Block Room to Room Calls**.
 - click **Submit** button.
- To cancel Call Block,
 - click the radio button 'Allow Room to Room Calls'.
 - click the 'Submit' button.

Call Block is generally used during night hours, so that guests are not disturbed by other guests.



Call Block is applicable for Guest who are assigned Guest Group 99.

For other groups calls will be blocked as per the configurations done in Guest Group Mapping. Refer ["Configuring the System with the SA Web Pages"](#)

Calls between Administration extension to Guest extension will not be blocked.

To know more, read the feature description for ["Call Block"](#) in the chapter Hospitality Features.

Hotel-Motel Activity Log

The Hotel-Motel Activity Log gives you informative details of the various hotel functions performed by the system like Check-In, Check-Out, Guest-In, Guest-Out, Maid Presence, Emergency Number Dialing⁷, Functioning of the PMS Interface, Wake-up Calls and Reminders set by the you as well as by guests from their room phones.

You can either print the Hotel-Motel Activity Log in real time, as soon as the activity is performed or you can generate a report of the log. This report will contain the details of the last 500 activities performed by the system. This report can either be viewed, printed or downloaded on to a computer.

7. *To dial the Emergency Number 911, you must purchase the E911 license. For details, refer to License Management in the SARVAM UCS System Manual.*

Click the **Hotel-Motel Activity Log** link.

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log	<h3>Hotel-Motel Activity Log</h3> <p>View/Clear HAL</p> <p><input type="button" value="View"/> <input type="button" value="Clear HAL"/></p> <hr/> <p>Online</p> <p><input type="button" value="Start"/> <input type="button" value="Abort"/></p> <p>On - COM Port</p> <hr/> <p>Report</p> <p><input type="button" value="Start"/> <input type="button" value="Abort"/></p> <p>On - COM Port</p>
--	---

To view the report and print the report on the local printer,

- Click the **View** button.

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log	<h3>Hotel-Motel Activity Log</h3> <p>View/Clear HAL</p> <p><input type="button" value="View"/> <input type="button" value="Clear HAL"/></p> <hr/> <p>Online</p> <p><input type="button" value="Start"/> <input type="button" value="Abort"/></p> <p>On - COM Port</p> <hr/> <p>Report</p> <p><input type="button" value="Start"/> <input type="button" value="Abort"/></p> <p>On - COM Port</p>
--	---

- The activity details are displayed on the screen.

<ul style="list-style-type: none"> Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log 	<p>SYSTEM ACTIVITY LOG AS ON 28-03-2016 Mon AT 07:42</p> <hr/> <p>29-02-2016 23:40:24 Wakeup Alarm Set 11:17 on 3001 by Front Desk</p> <p>29-02-2016 23:40:34 Daily Alarm (P) Set 16:19 on 3001 by Front Desk</p> <p>29-02-2016 23:40:43 Wakeup Alarm (P) Set 19:19 on 3001 by Front Desk</p> <p>29-02-2016 23:40:52 Reminder (P) Set 29-02-2016 00:00 on 3001 by Front Desk</p> <p>29-02-2016 23:41:10 Daily Alarm Set 18:49 on 3001 by Front Desk</p> <p>29-02-2016 23:41:22 Reminder (P) Set 29-02-2016 15:13 on 3001 by Front Desk</p> <p>29-02-2016 23:41:33 Reminder 29-02-2016 00:00 Cancelled on 3001 by FrontDesk</p> <p>29-02-2016 23:41:33 Reminder 29-02-2016 15:13 Cancelled on 3001 by FrontDesk</p> <p>29-02-2016 23:41:36 Wakeup Alarm of 11:17 Cancelled on 3001 by Front Desk</p> <p>29-02-2016 23:41:36 Daily Alarm of 16:19 Cancelled on 3001 by Front Desk</p> <p> <input type="button" value="Print"/> <input type="button" value="Close"/> </p>
--	--

- Click **Print** to print the report.
- Click the **Clear HAL** button to clear details from the screen as well as the system.

To print the log in real time,

- Click the **Start** button of the option **Online** on the form.
- To stop printing, click **Abort** button.

To generate a log Report,

- Click the **Start** button of the option **Report** on the form.
- To stop printing, click **Abort** button.



Ensure that a Destination Port has been defined by the Installer for Printing the Hotel-Motel Activity Log and a printer is connected at this port. If no Port has been assigned, you will get an Error message on your screen to inform you of it.

To know more, read the feature description for "[Hotel-Motel Activity Log](#)" in the chapter *Hospitality Features*.

Call Block

Hotels may differ in their practice of restricting internal calls. While some may allow calls between guest rooms, others may restrict calls between guest rooms. Also, some may want to restrict calls between guest rooms during certain period of the day.

There may be scenario where-in the contact details of the Guests are to be kept confidential. This can be achieved by disabling the *Display Guest Station in Directory* check box in System Parameters. In this case the guest details will not appear in the contact list of the other extensions (Guest, Administration or Assistant). Hence no calls can be made to such guests, except by personnels who know the guest. To know more, refer to the System Parameters in the SARVAM UCS System Manual.

SARVAM UCS offers the Call Block feature to address this requirement. With Call Block feature, hotels can:

- block internal calls between guest rooms all the 24 hours, or
- block internal calls between guest rooms during certain period of the day, e.g. during night time.

However, while the Call Block feature is enabled:

- Calls between guest rooms and administration phones will not be blocked.
- Calls between guest rooms of the same Guest Group will not be blocked.
- Calls between Administration extensions will not be blocked.

The Call Block feature works on the basis of Guest Group.

Guest Group is a parameter assigned to the guest at the time of check-in, which determines the type of internal call restriction imposed on the guest room phones. Three aspects need to be considered while assigning guest group to a guest:

1. A guest should be assigned guest group = 00, if s/he is to be allowed to call administration phones only.
2. A guest should be assigned guest group = 99, if s/he is to be allowed to call any other guest room as well as administration phones.
3. A guest should be assigned any guest group = 01 to 98, if s/he is to be allowed to call administration phones and room phones with same guest group. This is useful when guests check in as a group and want to call each other within the group. For example: a group of guests checks in to a hotel and occupies 4 rooms. These guests want to call each other. In such case, the Operator should check in the guests in to different rooms but with same guest group, e.g. 01. Doing so, these guests will be able to call each other as well as the administration phones, but cannot call other guests in the hotel. The calling options between guest groups can be configured as per your requirement. For details, refer to ["Configuring the System with the SA Web Pages"](#)

Preset Guest Group

The system allows the flexibility to preset the type of Guest Group to be assigned to the room according to their occupancy status, which can later be changed on a guest-by-guest basis, if required.

For example:

- All rooms that are vacant are assigned 'Guest Group - Preset Vacant' define the type of internal calls to the allowed from the room phone, when the room is vacant.
- All rooms that are occupied are assigned 'Guest Group - Preset Occupied' to define the type of internal calls to the allowed from the room phone, when the room is occupied.
- The System Engineer/Installer shall consult the Hotel Management and set the 'Guest Group - Preset Vacant' and 'Guest Group - Preset Occupied' as required by them.
- The Guest Group - Preset Occupied will be assigned to the guest automatically at the time of check-in.
- However, at the time of check-in, if the guest is to be assigned a different guest group (other than 'Preset Occupied'), the Operator can change the Guest group as explained above. When the guest is checked-out, the Guest Group is turned back to 'Preset Vacant'.

By default, for all countries, '99' is the Preset Guest Group for 'Occupied' as well as 'Vacant' rooms.

If the Hotel wants to bar internal calls between guest rooms completely, the Installer must change the Preset Guest Group for Occupied and the Preset Guest Group for Vacant to '00'.

If the Hotel wants to block internal calls between guest rooms for certain time period only, the Operator can do it using the Front Desk User or by issuing SA commands (from EON). There is no need for the Installer to change the Preset Guest Group for Occupied and Vacant rooms.

When the Operator enables Call Block, the system turns the Preset Guest Group from 99⁸ to 00. When the Operator cancels Call Block, the system turns the Guest Group back to the Preset Guest Group. However, the guest rooms assigned unique guest groups (numbered 01 to 98) will remain unaffected and their guest group will not change, allowing them to talk to each other. The calling options between guest groups can be configured as per your requirement. For details, refer to [“Configuring the System with the SA Web Pages”](#)



- *When a guest is shifted from one room to another, the Guest Group number, along with the guest name and title is automatically transferred to the new room phone, to where the guest is shifted. Refer [“Guest Shift”](#).*
- *With Region Code = India and others (except US), all the extensions of the SARVAM UCS are assigned the Guest Group Number 99. Hence, calls from guest rooms can be made to other guest as well as administration phones in the Hotel.*
- *If the Hotel wants to block internal calls between guest rooms completely, the Installer must change the Preset Guest Group for Occupied and the Preset Guest Group for Vacant to '00'. Having done so, the calls from the guest room phones can be made to administration phones only.*

Configuring Call Block

The only configuration involved in this feature is changing the Preset Guest Groups for Occupied and Vacant, as required by the Hotel.

Configuring Preset Guest Group

The Preset Guest Group for Occupied and Vacant can be changed using:

8. *This can be changed by the Installer according to the requirement of the Hotel.*

- Quick Installation Wizard-Hotel
- SE web pages
- SE commands

The Installer is recommended to use “[Quick Installation Wizard-Hotel](#)” to change the Preset Guest Groups for occupancy status Occupied and Vacant. These parameters are to be configured on the **Programming the Presets and Other Critical Parameters** page of the Hotel Installation Wizard.

To change the Preset Guest Group for Occupied and Vacant using SE web pages:

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters** to open the page.

Hotel Parameters	
Configurable Alarm Category (Personalized / Automated)	<input type="checkbox"/>
Voice Guided Alarm Verification	<input checked="" type="checkbox"/>
Preset Call Privilege	
Preset Call Privilege when Occupancy Status - Occupied	All Calls
Preset Call Privilege when Occupancy Status - Vacant	No Calls
Preset Call Budget Amount (₹)	009999
Preset Call Privilege when Call Budget Expires	No Calls
Preset Guest Group when Occupancy Status - Occupied	99
Preset Guest Group when Occupancy Status - Vacant	99
Preset Priority for VIP Guest	9 - Highest
Preset Priority for Non-VIP Guest	6 - Medium
Check-In Profile	
Ask Check-In Profile while Check-In	<input checked="" type="checkbox"/>
Ask Guest Title while Check-In	<input checked="" type="checkbox"/>
Ask Guest Name while Check-In	<input checked="" type="checkbox"/>
Ask Call Privilege while Check-In	<input type="checkbox"/>
Preset Check-In Profile	Single

- Set the desired values for:
 - Preset Guest Group when Occupancy Status - Occupied
 - Preset Guest Group when Occupancy Status - Vacant
- Click **Submit** to save changes.

To change Preset Guest Group using SE commands:

- Enter SE mode.
 - Dial command **3708-Preset Guest Group** for Occupied
 - Dial command **3709-Preset Guest Group** for Vacant
- Where,
Preset Guest Group is 00 to 99.
Default Preset Guest Group:
- 00** is for internal calls between guest room and administration phones only.
 - 99** is for internal calls between all phones.
 - 01 to 98** is for internal calls between specific guest rooms only.
- Exit SE mode.

Assigning Guests to Guest Groups

Guests can be assigned to Guest Groups

- at the Time of check-in using Front Desk User.

- any time during their stay, using Front Desk User and SA commands.

Refer the topics “[Check-In](#)” and “[Front Desk User](#)” to know how to assign guests to Guest Groups at the time of check-in.

To assign Guest Groups during the guests' stay, the Operator may use:

- Front Desk User (recommended)
- SA Command from EON
- SA Command from SLT

Using Front Desk User

- Log into Front Desk User.
- Open **Guest Search** form.

Guest Search	
<input type="radio"/> Guest Number	<input type="text"/>
<input type="radio"/> Guest Name	<input type="text"/>
<input checked="" type="radio"/> Room Number	<input type="text" value="305"/>
<input type="radio"/> Phone Number	<input type="text"/>
<input type="button" value="Submit"/>	

Check-In
 Check-Out
 Guest Search
 Guest Status
 Room Status
 Call Budget Status
 Wakeup Alarm Status
 Wakeup Call Log
 Reminder Status
 Reprint Check-Out Report
 Guest Shift
 Delete Checked-Out Calls
 Call Forward - All Rooms
 Call Block
 Hotel-Motel Activity Log

- Search Guest by Guest Number/Room Number/Phone Number.
- Click **Submit**.

- The **Guest Services** form for the particular guest will open.

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log	Guest Services																			
	<table border="1"> <thead> <tr> <th colspan="2">Guest Profile</th> </tr> </thead> <tbody> <tr> <td>Guest Number</td> <td>1055002</td> </tr> <tr> <td>Guest Title</td> <td>MR.</td> </tr> <tr> <td>Guest Name</td> <td>Goodfellow</td> </tr> <tr> <td>Guest VIP Status</td> <td>VIP</td> </tr> <tr> <td>Check-in Date</td> <td>28 - March - 2016</td> </tr> <tr> <td>Check-in Time</td> <td>01 Hrs 59 Mins</td> </tr> <tr> <td>Call Count</td> <td>0</td> </tr> <tr> <td colspan="2" style="text-align: center;"><input type="button" value="Submit"/></td> </tr> </tbody> </table>		Guest Profile		Guest Number	1055002	Guest Title	MR.	Guest Name	Goodfellow	Guest VIP Status	VIP	Check-in Date	28 - March - 2016	Check-in Time	01 Hrs 59 Mins	Call Count	0	<input type="button" value="Submit"/>	
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- Under **Guest Privilege**, change the Guest Group as required.
- Click **Submit** to save change.

Using SA Command from EON

Using DSS Key (if assigned by SE):

- Press the 'Guest Group' key.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room number or the Phone number as the case may be⁹.
- Enter Guest Group number.
- You get a text message showing Guest Group assigned to the Room/Phone number and confirmation tone.

Using Command:

- Pick-up the Handset. (It is assumed that the Operator is in SA mode)
- Dial **1072-904**.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room number or the Phone number as the case may be.
- Enter Guest Group number.
- You get a text message showing Guest Group number assigned to the Room/Phone number and confirmation tone.

Using SA Command from SLT

- Pick up the handset.
- Dial **1072-904**, you get feature tone.
- Dial Room Number/Phone Number, you get feature tone.

9. Dial Room number if the Check-In Profile is Family or Single. Dial Phone Number, if Check-In Profile is Budget.

- Dial Guest Group number (00 to 99).
- You get confirmation tone.
- Replace the Handset or you get dial tone after 3 seconds.



- *If the Default Preset Guest Group has not been changed by the Installer, assign the Default Preset Guest Group:*
 - **00** is for internal calls between guest room and administration phones only.
 - **99** is for internal calls between all phones.
 - **01 to 98** is for internal calls between specific guest rooms only. The calling options between guest groups can be configured as per your requirement. For details, refer to ["Configuring the System with the SA Web Pages"](#).
- If the default Preset Guest Group has been changed by the Installer, assign the Preset Guest Groups as configured by the Installer.
- If the Check-In profile of a guest is Family, assigning this guest to Guest Group '00' will bar even calls between phones within the same room. To avoid this, it is recommended that Guests with Check-In profile Family be assigned to a unique Guest Group Number between 01 and 98, so that they can communicate with each other.

Setting Call Block

The Call Block feature allows the Operator to restrict room-to-room calls for a certain period of time.

Call Block can be set and canceled by the Operator using:

- Front Desk User
- SA Command from EON
- SA Command from SLT

Using Front Desk User

- Log into Front Desk User.
- Click the **Call Block** link to open the form.

- To set Call Block, click the radio button **Block Room to Room Calls**.
- Click **Submit**.

- To cancel Call Block, repeat the same steps and click the radio button **Allow Room to Room Calls**.

Using SA Command from EON

Using DSS Key (if assigned by SE):

- To set Call Block,
 - Press the Call Block key (if configured by SE).
 - The LED of the key will be turned on, and the confirmatory text message that calls are blocked will appear on the phone display.
- To cancel Call Block,
 - Press the Call Block key again.
 - The LED of the key will be turned off, and the confirmatory text message that internal calls are allowed will appear on the phone display.

Using Command:

- To set Call Block,
 - Pickup the Handset.
 - Dial **1072-045**.
 - Dial **1**.
 - The confirmatory text message that internal calls are blocked will appear on the phone display.
 - Replace Handset.
- To cancel Call Block,
 - Pickup the Handset.
 - Dial **1072-045**.
 - Dial **0** to cancel Call Block.
 - The confirmatory text message that internal calls are allowed will appear on the phone display.
 - Replace Handset.

Using SA Command from SLT

- Pick up the handset.
- Dial **1072-045**, you get feature tone.
- Dial the 1 to set Call Block.
- Dial 0 to cancel Call Block.
- You get confirmation tone.
- Replace the Handset on the cradle or you get dial tone after 3 seconds.



- *Call Block is applicable for Guest who are assigned Guest Group 99.*
- *For other groups calls will be blocked as per the configurations done in Guest Group Mapping. Refer [“Configuring the System with the SA Web Pages”](#)*
- *If the Hotel wants to bar internal calls between guest rooms completely, the Installer must change the Preset Guest Group for Occupied and the Preset Guest Group for Vacant to '00'.*

Call Budget

Hotels require a mechanism to calculate the cost of telephone calls made by guests from their room phones during their stay for the purpose of billing. Hotels may want to:

- allow guests unlimited phone calls; bill them at the time of check-out for the total cost of phone calls made by them during their stay.

or

- restrict the cost of phone calls guests are allowed to make by offering a credit limit, which can be increased when exhausted by the guests, on their request.

For this service, guests may be asked to make a pre-payment at the time of check-in (even before the guest can make calls) or be billed at the time of check-out for the cost of calls made during their stay.

SARVAM UCS offers the feature 'Call Budget' to meet this requirement. Call Budget is the credit limit that is set for each guest room phone to restrict the total cost of phone calls made from that phone.

When a guest is assigned an amount as Call Budget,

- After each call made from the room phone ends, the system calculates the total cost of calls made from the phone.
- When the total cost of calls exceeds the allocated Call Budget, the system automatically changes the “[Call Privilege](#)” of the guest to Preset Call Privilege When Call Budget Consumed.
- Until a new Call Budget is allocated to the guest, the guest can make calls only as per the Preset Call Privilege When Call Budget Consumed.
- Once a new Call Budget is allocated, the guest can make calls as per the Call Privilege assigned to him/her.

Call Budget can be,

- allocated to a guest at any time during their stay, not only at the time of Check-In.
- increased before the set amount is exhausted by the guest.
- set for selected guests or all guests.
- set for administrative phones also.

Call Budget is *not* based on real time (online) call cost calculation. The SARVAM UCS calculates the call cost only *after* the call has ended. So, if the Call Budget allotted to a guest gets exhausted in the middle of a call, the call will not be disconnected, though the budget is exceeded.

To prevent this from occurring, the Installer/SE may configure the *Call Duration Control* feature. Refer the SARVAM UCS System Manual to know more about this feature.

Preset Call Budget Amount

The Preset Call Budget amount is useful when the Hotel wants to fix a call budget amount, yet be able to offer different credit limits to different guests, e.g. higher limit to VIP guests and occupants of high-tariff rooms, and lower limit to occupants of non-luxury rooms.

The amount of '9999' is preset as Call Budget in the system. This preset value may be changed by the Installer/System Engineer according to the Hotel's practices. For example, if the Hotel administration wants to allocate \$10 to all its guests, the Installer/System Engineer can change the preset Call Budget value to '10'.

The new Call Budget set by the Installer will be considered as the 'default' Call Budget amount and allocated to guests at check-in.

Further, SARVAM UCS gives the Operator the facility to override the default call budget limit set by the Installer/ System Engineer, and allot call budgets according to the requirement of individual guests. The amount may be greater or lesser than the default amount set by the Installer. To take the above example further, the Operator may set the call budget of one guest room phone to \$20, another to \$15, and the third to \$5 or any other amount according to the practice of the hotel.

The Operator can set a different amount for each guest, even if the Installer does not change the preset call budget of '9999'. If the Operator too does not change this preset value, the call budget amount will remain '9999'.



- *For this feature to work,*
 - *Select the **Call Budget** check box in the Station Basic Feature Template assigned to the guest room phone.*
 - *The Preset Call Privilege to be allowed to the guest room phones when Call Budget is consumed must be configured.*
- *Call budget can be set only for checked-in guests.*
- *Call Budget assigned to a guest is canceled automatically on guest Check-Out.*
- *This feature works independent of any Call Accounting Software (CAS) installed with the SARVAM UCS.*
- *The SARVAM UCS will calculate cost of phone calls made by room phones even when no call budget is allocated¹⁰.*

Configuring Call Budget

This feature involves the configuration of the following parameters:

- Changing the Preset Value of Call budget amount.
- Enabling Call Budget in the Class of Service of the guest room phone to which it is to be assigned.
- Configuring the Preset Call Privilege to be allowed to guest room phones when Call Budget is consumed.

These parameters can be changed from the Quick Installation Wizard-Hotel, SE web pages and SE commands.

Configuring Preset Call Budget

To change the preset value of Call Budget from the Hotel Installation Wizard,

- Log in as System Engineer.
- Click the **Use Quick Installation Wizard-Hotel** link.
- Navigate the Wizard to reach the page **Programming the Presets and Other Critical Parameters**.
- Change the preset Call Budget as per the requirement of the Hotel.
- Click **Next** to navigate the Wizard further.



The Installer is advised to use the Hotel Installation Wizard to change the default Call Budget at the time of installation only. If this parameter is to be changed later on, SE web pages should be used instead of the Wizard.

To change the preset value of Call Budget from SE pages,

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters**.

10. Based on the feature 'Call Cost Calculation'.

Hotel Parameters	
Configurable Alarm Category (Personalized / Automated)	<input type="checkbox"/>
Voice Guided Alarm Verification	<input checked="" type="checkbox"/>
Preset Call Privilege	
Preset Call Privilege when Occupancy Status - Occupied	All Calls
Preset Call Privilege when Occupancy Status - Vacant	No Calls
Preset Call Budget Amount (₹)	009999
Preset Call Privilege when Call Budget Expires	No Calls
Preset Guest Group when Occupancy Status - Occupied	99
Preset Guest Group when Occupancy Status - Vacant	99
Preset Priority for VIP Guest	9 - Highest
Preset Priority for Non-VIP Guest	6 - Medium

- Change the **Preset Call Budget Amount** field as required.
- Click **Submit** to save changes.

To change preset value of Call Budget using SE Commands,

- Enter SE mode.
- Dial command **3710 - Preset Call Budget Amount**
Where,
Preset Call Budget Amount is any amount of 6-digits.
If the amount is less than 6 digits, use leading zeros.
For example: To assign Call Budget = \$10, dial **3710-000010**
- Exit SE mode.



- The amount configured as default Call Budget is to be considered as the local currency.
- At the time of installation, when the Installer selects the Region Code (country code) and defaults the system, the related Currency Code is applied.
- The local currency symbol will appear at the relevant places in the Front Desk User and out-going SMDR reports¹¹.
- The currency symbol will not be displayed on the Operator's phone, on account of the limitation of the number of characters that can be displayed.

Enabling Call Budget

By default, when Customer Profile of the system is selected as Hotel, the Station Basic Feature Template # 45 is assigned to all SLT guest room phones and Station Basic Feature Template # 50 is assigned to all DKP guest room phones.

The Station Basic Feature Template 45 has Call Budget enabled. Hence, by default Call Budget can be set on all guest room phones.

In case Call Budget is to be denied to a room phone,

1. Prepare a Station Basic Template with Call Budget disabled.
2. To assign this newly prepared Station Basic Feature Template, click the SLT Parameters on which Call Budget is to be disabled and enter this template number in the Station Basic Feature Template field.

11. Currency Symbol used in Outgoing SMDR Format is limited for the Outgoing SMDR format only, and if changed by SE this shall not be reflected in Admin and Front Desk User.

Configuring Preset Call Privilege When Call Budget Consumed

The Installer must assign the Preset Call Privilege level for 'When Call Budget Expires' and configure the allowed and denied numbers in the Local, Regional, National and International Number Lists.

By default, **No Calls** is set as Call Privilege When Call Budget is consumed.

Refer the topic "[Call Privilege](#)" for configuration instructions.

Allotting Call Budget to Guests

Guests can be allotted Call Budget,

- at the Time of check-in, using Front Desk User.
- any time during their stay, using Front Desk User and SA commands.

The allotted Call budget can also be changed by the Operator any time during their stay.

Please refer the topic "[Check-In](#)" to know how to assign Call Budget to the guest at the time of check-in.

The Operator can change Call Budget amount allotted to guests any time during their stay, using

- Front Desk User (recommended)
- SA command from EON
- SA command from SLT

Using Front Desk User

- Log into Front Desk User.
- Click **Guest Search**.

Guest Search	
<input type="radio"/> Guest Number	<input type="text"/>
<input type="radio"/> Guest Name	<input type="text"/>
<input checked="" type="radio"/> Room Number	305
<input type="radio"/> Phone Number	<input type="text"/>
<input type="button" value="Submit"/>	

- Search Guest by Guest Number/Room Number/Phone Number.
- Click **Submit**.

- The **Guest Services** form for the particular guest will open.

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log	Guest Services																											
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- Under **Guest Privilege**, change the Call Budget amount as required.
- In **Allot Call Budget**, enter the amount you want to assign to the guest as budget limit for outgoing calls. If the room has multiple phones, the amount will be assigned to all the phones in the room.

To re-assigning a new amount before the previous balance is consumed, make sure you add the available balance to the new amount. Enter this amount in Allot a Call Budget.

For example, if you have allotted an amount is Rs.1000 and the consumed amount is Rs.600. The available balance is Rs.400. Now, if you want to assign a new amount of Rs.500. In Allot a Call Budget you must enter 900 (Balance + New = 400 + 500).

- The **Allotted Amount/Used** displays the amount allotted to the guests as well as the call budget amount consumed by the guest for making outgoing calls.
- Click **Submit** to save change.

Using SA Command from EON

Using DSS Key (if assigned by SE):

- Press the 'Call Budget' key.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room number or the Phone number as the case may be¹².
- Enter Call Budget amount, max. 6 digits.
If amount is less than 6 digits, use leading zero.
- You get a text message showing Call Budget assigned to the Room/Phone number and confirmation tone.

12. Dial Room number if the Check-In Profile is Family or Single. Dial Phone Number, if Check-In Profile is Budget.

Using Command:

- Pickup the Handset. (It is assumed that the Operator is in SA mode)
- Dial **1072-004**.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room number or the Phone number as the case may be.
- Enter Call Budget amount, max. 6-digits.
For amount less than 6 digits, use leading zero.
- You will get a text message showing Call Budget assigned to the Room/Phone number and the confirmation tone.

Using SA Command from SLT

- Pick up the handset.
- Dial **1072-004**, you get feature tone.
- Dial Room Number/Phone Number, you get feature tone.
- Dial 6-digit Call Budget Amount.
Use leading zero if amount is less than 6 digits.
- You get confirmation tone.
- Replace the Handset on the cradle or you get dial tone after 3 seconds.



- *When the Call Budget allotted to a guest is exhausted, the new Call Budget amount assigned by the Operator must be a greater than the last amount. For example, if the Call Budget amount of \$10 has been exhausted by the guest, the new amount may be \$15 or \$20, that is, greater than the previous amount that was exhausted.*

- *If Check-In profile = Single or Family, Call Budget amount can be allocated/changed on any phone in the room. All phones in the room will have the same amount, without the amount being added up.*

For example, a guest is checked into Room number 202, with check-in profile as Family. There are five phones in the room numbered as 201, 202, 203, 204, 205. Now, if the Call Budget amount allocated to the guest is \$10, phones 201-205 each will have \$10 as Call Budget amount. The effective call budget amount does not get added up to \$50, but remains as \$10. When calls are made from any of these phones, the cost of the calls will be deducted from the \$10 of all phones. If a call for \$2 is made from the phone 203, all phones in the room will have \$8 as Call Budget amount.

- *If the Check-In Profile = Budget, the Call Budget amount will be assigned to the phone on which the guest is checked-in.*

Viewing Call Budget Consumed

Call Budget is not a real time calculation of call costs. So, it is likely that the guest may exceed the call budget in the middle of any call without the Operator or the Guest getting any indication of it.

The Operator is advised to check frequently the Call Budget Status of guests, that is, amount consumed, and inform them. The guests can be allowed to decide whether to request an increase in the amount of Call Budget.

For this, the Operator may view Call Budget amount consumed by guests using,

- Front Desk User (recommended).
- SA web pages.
- SA Command from EON only.

Using Front Desk User

From the Front Desk, the Operator can view Call Budget consumed by all guests and by individual guests.

- Log into Front Desk User.
- To view Call Budget consumed by all guests, open the **Call Budget Status** link.

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log	Call Budget Status		
	Phone Number	Allotted Amount (₹)	Consumed Amount (₹)
	2001	9999.00	0.00
	2002	9999.00	0.00
	2003	9999.00	0.00
	2004	9999.00	0.00
	2005	9999.00	0.00
	2006	9999.00	0.00
	2007	9999.00	0.00
	2008	9999.00	0.00
	2009	9999.00	0.00
	2010	9999.00	0.00
	<div><input type="button" value="Print"/> <input type="button" value="Close"/></div>		

- To view Call Budget Consumed by individual guests, open **Guest Search** Form.

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log	Guest Search	
	<input type="radio"/> Guest Number	<input type="text"/>
	<input type="radio"/> Guest Name	<input type="text"/>
	<input checked="" type="radio"/> Room Number	<input type="text" value="305"/>
	<input type="radio"/> Phone Number	<input type="text"/>
	<input type="button" value="Submit"/>	

- Search Guest by Guest Number/Room Number/Phone Number.
- Click **Submit**.

- The **Guest Services** form for the particular guest will open.

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log	Guest Services																											
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Call Budget Allotted/Used (₹) 1000/0.00	Occupancy Status Occupied																											

- Call Budget Consumed (non-editable field) is displayed under **Guest Privilege**.

Using SA Web Pages

- Log into Jeeves as System Administrator.
- Under **Reports**, click **Call Budget**.

- The **Call Budget Report** appears on the screen.

Extension

Department Group Properties

Call Forward - All Extensions

Trunk Properties

Status

Voice Mail Memory Status

Day/Night Mode

Holiday Table

Authority Code

PIN Configuration

SMDR Management

SMS Server

Reports

+ Call Budget

+ Wakeup Alarm

+ Reminder

Dial In Conference - Cancel

SA Password

SA Timer

System Activity Log

System Fault Log

T1E1 Performance Report

Room/Phone Authority Code

Call Budget Report

Phone Number	Allotted Amount (₹)	Consumed Amount (₹)
2001	9999.00	0.00
2002	9999.00	0.00
2003	9999.00	0.00
2004	9999.00	0.00
2005	9999.00	0.00
2006	9999.00	0.00
2007	9999.00	0.00
2008	9999.00	0.00
2009	9999.00	0.00
2010	9999.00	0.00
2011	9999.00	0.00
2012	9999.00	0.00
2013	9999.00	0.00
2014	9999.00	0.00
2015	9999.00	0.00
2016	9999.00	0.00
2017	9999.00	0.00
2018	9999.00	0.00
---	---	---

Print Close

Using SA Command from EON

Using DSS Key (if assigned by SE):

- Press the Call Budget Display key.
- Enter the Room/Phone Number¹³.
- The Room/Phone Number, along with the Call Budget amount allotted and amount consumed will appear on the display.

Using Command:

- Pickup the Handset.
- Dial **1072-011**.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room number or the Phone number as the case may be.
- The Room/Phone Number, along with the Call Budget amount allotted and amount consumed will appear on the display.
- Replace the Handset.

13. Dial Room number if the Check-In Profile is Family or Single. Dial Phone number, if Check-In Profile is Budget.

Call Forward

Calls landing on a guest room phone can be forwarded to another Phone number or to the Voice Mail. This way, guests can ensure that callers can reach them and that they do not miss calls when they are not present in their room.

The Call Forward feature of SARVAM UCS offers the following forwarding options:

- **Unconditionally** - calls are forwarded to the destination phone number or voice mail automatically without waiting for response from the called phone.
- **If Busy** - calls are forwarded to the destination phone number or voice mail only when the called phone is busy.
- **If No Reply** - calls are forwarded to the destination phone number or voice mail only when the called party does not answer the phone.
- **If Busy or No Reply** - calls are forwarded to the destination phone number or voice mail when the called party's phone is either busy or does not reply.
- **Dual Ring**¹⁴ - when calls are forwarded to another phone number or voice mail. Both phones, that is, the source phone (whose calls are forwarded) as well as the destination phone (on which call is forwarded) will ring and the guest can answer from either extension.

When Call Forward is set on an extension, the system will check the Call Forward Type (Unconditionally, Busy, No-Reply, Busy or No-Reply) and forward the call to the destination extension.

Calls can be forwarded to:

- An internal or external phone number.
- Voice Mail.

Call Forward can be set/canceled by,

- the Operator for guests from the Front Desk
- the guests from their room phones.

The Operator can set/cancel Call Forward from the Front Desk.

- for each guest
- for all guests at once

Preset Call Forward

If you do not want guests to set/cancel Call Forward manually, you can set Preset Call Forward. Call will be forwarded automatically to the selected destination according to the type of Preset Call Forward set. You can set a different type of forward and destination for each time zone. To know more, see ["Preset Call Forward"](#).



- *The system supports only single-point Call Forward, which means, if the destination extension is also forwarded, the call will not follow the forwarding path. For example: Calls for extension 2001 are set to be forwarded to extension 2010. Call Forward is also set on extension 2010 with 2015 as the destination number. Calls for 2001 will land on 2010 only and calls for 2010 will land on 2015 only.*

14. 'Call Forward - Dual Ring' is not supported in Q-SIG.

- *When DND or DND with Intercept Destination is set along with Call Forward-Unconditional on an extension, Call Forward is given priority.*
- *If any other type of Call Forward and DND are set on an extension, DND is given priority. However, DND with Intercept Destination will not work.*
- *If an extension has set both Call Forward and DND, then Feature Tone will be played to the extension user.*
- *Only one Call Forward Type can be set from/for a guest phone. Every new Call Forward Type set overrides the previous one.*
- *If user has set Call Forward on an external number, internal calls to that phone will not be forwarded to the external number. Only external incoming calls will get forwarded on set external number.*
- *For the Call Forward option 'If No Reply', the 'Call Forward Ring Timer' (in Station Advanced Feature Template) is to be configured.*
- *In the default hotel settings, Call Forward facility is allowed to all guest phones and administration phones. If the Hotel does not want to provide guests the Call Forward facility, this feature must be disabled from the Class of Service (CoS) group of the guest phones. Even if Call Forward is disabled in CoS group assigned to guest phone, the receptionist can forward calls of guest phone from 'Front Desk User' and 'SA Command' as desired.*

Configuring Call Forward

The Call Forward feature does not require any specific configuration except:

- changing the 'Call Forward Ring Timer' in Station Advanced Feature Template, if desired by the Hotel.
- disabling Call Forward from guest room phones, if desired by the Hotel.

Configuring Call Forward Ring Timer

For both Call Forward options No Reply and If Busy or No-Reply, the Installer must configure the 'Call Forward No Reply Timer'. This is the time in seconds for which the system waits for the extension to answer the call. If the call is not answered within this time period, the system considers it as 'No Reply' and the call is then forwarded to the phone number or Voice Mail set as the destination for forwarded calls from that extension.

Call Forward No-Reply Timer is set to 30 seconds as default and can be configured as per user preference. To configure this timer, go to the Station Advanced Feature Template.

The Call Forward No Reply Timer can be configured using:

- SE web pages
- SE commands

To configure Call Forward No-Reply Timer using SE web pages:

1. Log in as System Engineer.
2. Under **Configuration**, click **Station Advanced Feature Template** to open the page.
3. Select an Advanced Feature Template number. (by default Template 50 is assigned to all guest room phones)
4. Go to the column **Call Forward No-Reply Timer (Sec.)**.

5. Change to the desired value.

Template No.	Caller ID Presentation while Transfer	Call Forward No Reply Timer (sec)	Preset Call Forward (WH)		
			Forward Type	Destination	Port No.
41	Transferring Party	030	None	Voice Mail	0001
42	Transferring Party	030	None	Voice Mail	0001
43	Transferring Party	030	None	Voice Mail	0001
44	Transferring Party	030	None	Voice Mail	0001
45	Transferring Party	030	None	Voice Mail	0001
46	Transferring Party	030	None	Voice Mail	0001
47	Transferring Party	030	None	Voice Mail	0001
48	Transferring Party	030	None	Voice Mail	0001
49	Transferring Party	030	None	Voice Mail	0001
50	Transferring Party	030	None	Voice Mail	0001

6. Click **Submit** at the bottom of the page to save changes.
7. Apply the Template now configured with the Call Forward Ring Timer to the room phones.

Refer the section **Station Advanced Feature Template** in the SARVAM UCS System Manual for instructions on applying this template to phones (SLTs and DKPs).



- By default Station Advanced Feature Template Number 50 is assigned to all guest room phones. If you want to change the Call Forward No Reply Timer for all guest room phones, change the Timer in Template Number 50 assigned to all guest room phones.
- If you want to set a different Timer for different guest room phones, prepare separate Station Advanced Feature Templates with different values for the Call Forward No-Reply Timer and apply the Templates to the guest stations as required.
- When Call Forward No-Reply is set on a phone that is configured in a Trunk Landing Group, the calls will be forwarded on expiry of 'Ring Timer' configured in the routing group for this member phone. Call Forward No-Reply Timer, configured in Station Advanced Feature Template will not be applied in this case.

To configure Call Forward No-Reply Timer using SE command,

- Enter SE mode.
- Dial command **5602-1-Station Advanced Feature Template Number-02-Call Forward No-Reply Timer**
Where,
Station Advanced Feature Template is from 01 to 50. Default: 50.
No Reply Timer is from 001 to 255 seconds.
02 is the parameter number for 'Call Forward No-Reply Timer' in the Template.
E.g.: To configure Call Forward No-Reply Timer as '45 sec.' in Template number 50, dial **5602-1-50-02-045**
- Exit SE mode.

To apply the Template now configured with the Call Forward No-Reply Timer to the room phones (SLTs and DKPs) using SE commands, refer the section 'Station Advanced Feature Template' in the SARVAM UCS System Manual for instructions.

If the hotel wants to allow call forward to be set only by the Operator for their guests, the Installer must disable this feature in the Class of Service (CoS) group in the Station Basic Feature Template applied to the guest phones. By default, when Customer Profile of the system is selected as Hotel, the Station Basic Feature Template # 45 is assigned to all the guests' room phones. The Station Basic Feature Template # 45 has Call Forward enabled in the CoS group applicable to it. Hence, guests can use Call Forward feature from their phone.

In case 'Call Forward' is to be denied to a room phone, following steps should be followed:

1. Define a CoS group with Call Forward disabled.
2. Prepare a Station Basic Template with this CoS group applicable in all the time zones.
3. Assign this newly prepared Station Basic Feature Template to the room phones on which 'Call Forward' is to be disabled.

Setting Call Forward

Call Forward can be set by the Operator for guests and by guests themselves.

Call Forward set/canceled by Operator

The Operator can set call forward for each guest using:

- Front Desk User
- SA Command using EON
- SA Command using SLT

Using Front Desk User

To set Call Forward for a guest:

- Log into Front Desk User.
- Click **Guest Search** to open the form.
- Search Guest by Guest Number/Name/Room Number/Phone Number.

Guest Search

☐ Guest Number

☐ Guest Name

☒ Room Number

☐ Phone Number

- The **Guest Services** form for the particular guest will open.

- Go to **Call Forward**.

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log	Guest Privilege	
	Phone Number : 3005 Phone Name : Goodfellow	
	Message Wait	<input type="button" value="Message Wait"/> Message Wait is not Set. <input type="button" value="Clear Message Wait"/>
	Do Not Disturb	OFF <input type="button" value="Set DND with text message"/> Do Not Disturb
	Allot Call Budget (₹)	<input type="text"/> Guest Presence Yes
	Call Budget Allotted/Used (₹)	1000/0.00 Occupancy Status Occupied
	Call Privilege	All Calls Clean Status Clean
	Mailbox	Yes Voice Mail Notification <input type="text"/>
	<input type="button" value="Submit"/>	
	<div> <div>Call Forward</div> <div> <input type="radio"/> Forward all Calls to Voice Mail Unconditionally <input type="radio"/> Forward all Calls, Unconditionally to Phone <input type="text"/> <input checked="" type="radio"/> Forward all Calls, Unconditionally to External Number 9898024555 <input type="button" value="Call Forward"/> Call Forward is Set. </div> </div>	

- You have three options for Call Forward:
 - Forward all calls to Voice Mail - select the Call Forward Type from the combo box.
 - Forward all calls unconditionally to Phone - enter an extension number where the call is to be forwarded.
 - Forward all calls unconditionally to External number - enter the external number to which the guest wants the calls to be forwarded.
- Click **Call Forward** button.
The colour of the button will change to red, indicating that Call Forward is set.

To cancel Call Forward from the Front Desk User,

- Repeat the above steps to reach the Call Forward form.
- Click the **Call Forward** button (which is turned red to indicate Call Forward set).
The colour of the button will be turned back to green.

To set Call Forward for all phones:

- Log into Front Desk User.
- Click the **Call Forward-All Rooms** link.

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log	Call Forward For All Rooms	
	<input type="radio"/> Forward Calls of all Phones to Voice Mail Unconditionally	
	<input checked="" type="radio"/> Forward Calls of all Phones, Unconditionally to Phone Number 212	
	<input type="radio"/> Cancel Call Forward of all Phones	
	<input type="button" value="Submit"/>	

- Select whether calls are to be forwarded to a Phone Number or to Voice Mail.
 - For Call Forward to Voice Mail, select the Call Forward Type from the combo box.
 - For Call Forward to a Phone Number, enter a phone number to which call shall get routed¹⁵.
- Click the **Submit** button to set Call Forward.

Using SA Commands from EON

Using DSS Key:

- To set Call Forward for a guest,
 - Press the 'Call Forward-Remote' key (if configured by SE).
 - Enter the Room Number/Phone Number¹⁶.
 - Scroll to select the desired Call Forward Type.
 - Press 'Enter' key.
 - Enter Destination Phone Number/Voice Mail Group Number.

If call is to be forwarded on internal station of the SARVAM UCS, dial the internal phone number.

If call is to be forwarded on an external number, dial Trunk Access Code¹⁷, dial the external phone number and terminate the command with **#***.

If call is to be forwarded on voice mail, dial the Access Code for the Voice Mail group. The default Access Code is 3931¹⁸.

- You get a confirmation tone and a text message for the Call Forward type set.
- Go Idle or you get dial tone after 3 seconds.
- To cancel Call Forward set for a guest,
 - Press the 'Call Forward-Remote' key (if configured by SE).
 - Enter the Room Number/Phone Number¹⁹.
 - Scroll to select 'Cancel'.
 - You get a confirmation tone and a text message that Call Forward is canceled.
 - Go Idle or you get dial tone after 3 seconds.
- To set Call Forward for all phones of the system,
 - Press the 'Call Forward-All Rooms' key (if configured by SE).
 - Scroll to select the desired Call Forward Type.
 - Press 'Enter' key.
 - Enter Destination Phone Number/Voice Mail Group Number.
 - You get a confirmation tone and a text message for the Call Forward type set.
 - Go Idle or you get dial tone after 3 seconds.
- To cancel Call Forward set for all phones of the system,
 - Press the 'Call Forward-All Rooms' key.
 - Scroll to select 'Cancel'.
 - You get a confirmation tone and a text message that Call Forward-All Rooms is canceled.
 - Go Idle or you get dial tone after 3 seconds.

15. To set 'Call Forward-All Rooms' using the Front Desk User, you can define only an Internal Number or Voice Mail as destination. To set an External Number as destination, use SA command.

16. Enter Room number if check-in profile is Single, Enter Phone number of the guest phone whose call forwarding is to be done if check-in profile is Family. Enter Phone number if check-in profile is Budget.

17. For users world wide, Trunk Access Code (TAC) for dialing external numbers are: 0, 5, 61, 62, 63, 64. For users in USA, TAC for dialing external numbers are: 9, 5, 81, 82, 83, 84.

18. Verify with the SE if the default VMS Access Code has been changed and use the new code to dial the VMS.

19. Enter Room number if check-in profile is Single or Family. Enter Phone number if check-in profile is Budget.

Using Commands:

- To set Call Forward for a guest phone,
 - Pick up the handset.
 - Dial **1072-006**.
 - Enter the Room Number/Phone Number.
 - Dial **1** for All Calls
 - Dial **2** for If Busy
 - Dial **3** for If No Reply
 - Dial **4** for If Busy or No Reply
 - Dial **5** for Dual Ring
 - Dial destination Phone Number/Voice Mail Group Number.
 - You get a confirmation tone and a text message for the Call Forward set.
 - Replace Handset on the cradle or you get dial tone after 3 seconds.
- To cancel Call Forward set for a guest phone,
 - Pick up the handset.
 - Dial **1072-006**.
 - Enter the Room Number/Phone Number.
 - Dial **0**.
 - You get a confirmation tone and a text message that the Call Forward is canceled.
 - Replace Handset on the cradle or you get dial tone after 3 seconds.
- To set Call Forward for all guest rooms,
 - Pick up the handset.
 - Dial **1072-007**.
 - Dial **1** for All Calls
 - Dial **2** for If Busy
 - Dial **3** for If No Reply
 - Dial **4** for If Busy or No Reply
 - Dial **5** for Dual Ring
 - Dial destination Phone Number/Voice Mail Group Number.
 - You get a confirmation tone and a text message.
 - Replace Handset on the cradle or you get dial tone after 3 seconds
- To cancel Call Forward for all guest rooms:
 - Pick up the handset.
 - Dial **1072-007**.
 - Dial **0**.
 - You get a confirmation tone and a text message.
 - Replace Handset on the cradle or you get dial tone after 3 seconds.

Using SA Commands from SLT

Follow the same instructions described for setting Call Forward using SA Commands from EON.

Call Forward set/canceled by Guests

Guests can set/cancel Call Forward from their room phones. The room phones may be from the EON series or a standard SLT of any make.



Guests can also request the Operator to set Call Forward for them.

Guest using EON

Using DSS Key:

- To set Call Forward,
 - Press the 'Call Forward' key.
 - Scroll to select the desired Call Forward Type.
 - Press 'Enter' key.
 - Enter destination Phone Number/Voice Mail Group Number.
 - Press 'Enter' key.
 - You get a confirmatory text message and confirmation tone.
 - Go Idle or you get dial tone after 3 seconds.
- To cancel Call Forward:
 - Press 'Call Forward' Key again.
 - Select 'Cancel'.
 - Press 'Enter' Key.

Using Commands:

- To set Call Forward,
 - Pick up the handset.
 - Dial **131** for All Calls
 - Dial **132** for If Busy
 - Dial **133** for If No Reply
 - Dial **134** for If Busy or No Reply
 - Dial **136** for Dual Ring
 - Dial destination Phone Number/Voice Mail Group Number.
 - Press 'Enter' key.
 - You get a confirmatory text message and confirmation tone.
 - Replace Handset on the cradle or you get dial tone after 3 seconds.
- To cancel Call Forward,
 - Pick up the handset.
 - Dial **130**.
 - You get a confirmatory text message and confirmation tone.
 - Replace Handset on the cradle or you get dial tone after 3 seconds.
- To disable Dual Ring,
 - Pick up the handset.
 - Dial **136**.
 - Dial **0**.
 - Replace Handset.

Guest using SLT

Follow the same instructions as described for setting Call Forward using EON using commands.



- *If the Check-In Profile is 'Single' Call Forward set/canceled for any phone in the room by the guest or the Operator will be applied on all phones in the room.*
- *If the Check-In Profile is 'Family', Call Forward set for a phone (by the guest or the Operator) will be applicable to that particular phone only. However, if the Call Forward is set by the Operator on the basis of room number, it will be set only on the first phone²⁰ in the room. Call Forward set by the Operator on the basis of a phone number will be applicable on that phone.*

- *If the Check-In Profile is 'Budget' Call Forward set for a phone (by the guest or the Operator) will be applicable on that phone.*

20. *'First phone' is the phone configured as Phone #1 in the room. The System Engineer is advised to place Phone #1 close to the bed in the room.*

Call Forward-When Not Registered

SIP Phones connected as room and administration extensions may fail to register with SARVAM UCS when the network link is down or when there is power failure. Using the Call Forward-When Not Registered feature, guests and hotel attendants can have their calls forwarded even when their extension phone is not registered with SARVAM UCS.

The destination for 'Call Forward-When Not Registered' can be an internal number, an external number or the Voice Mail.

It is also possible to select the types of calls—internal calls only, or trunk calls, or both—to be forwarded to external numbers.

Call Forward-When Not Registered can be set/canceled by,

- the Hotel Attendant from the SA Web pages.
- SIP phone users (guests and administration staff) from their phones.

Call Forward- When Not Registered can also be set for each Time Zone—Working Hours, Break Hours, Non-working Hours, by setting *Call Forward-When Not Registered - Scheduled*.

Call Forward - When Not Registered-Scheduled can be set for more than one Time Zone at a time on the same SIP phone. It can be canceled individually for a desired Time Zone, or all at once for all Time Zones. A different destination number can be set for forwarding calls in each Time Zone. For example, the destination number for non-working hours can be a mobile number and the destination number for working hours can be the Hotel Attendant's extension.

Feature Interaction:

- If 'Call Forward-Unconditional' and 'Call Forward-When Not Registered', have been set on the same SIP phone. 'Call Forward-Unconditional' will have priority over 'Call Forward-When Not Registered'.
- If 'Call Forward-Scheduled-Unconditional' and 'Call Forward-When Not Registered-Scheduled', have been set on the same SIP phone. 'Call Forward - Scheduled - Unconditional' will have priority over 'Call Forward-When Not Registered-Scheduled'.

How to configure

The Call Forward-When Not Registered feature does not require any specific configuration except:

- ensuring that 'Call Forward' in the Class of Service (CoS) group in the Station Basic Feature Template applied to the SIP phones.
- if required, selecting the types of calls to be forwarded to the external number. By default, only trunk calls are forwarded to external numbers. If you want to select a different type of call, configure the parameter "Allow External Call Forward for" in the *Station Advanced Feature Template* applied to the SIP phones. Refer the sub-topic **Station Advanced Feature Template**, under *Configuring Extensions* in the *SARVAM UCS System Manual*.

If the hotel wants to allow Call Forward-When Not Registered to be set only by the System Administrator for their guests, the Installer must disable 'Call Forward' feature in the Class of Service (CoS) group in the Station Basic Feature Template applied to the guest phones.



If you disable 'Call Forward' in the CoS of a SIP phone, the user will not be able to set any other type of Call Forward.

Setting Call Forward-When Not Registered

Call Forward-When Not Registered can be set from

- the SA Web pages.
- the SIP phones connected as guest and administration extensions.

Call Forward-When Not Registered set by SA

- Log in to Jeeves as System Administrator.
- Click **Extension**.
- In **Select Extension**, enter the Number or the Name of the extension on which you want to set this feature.
- Click **Submit**.
- The searched extension user details appear on your screen.
- Click **Call Forward When Not Registered**.

Extension

Department Group Properties

Call Forward - All Extensions

Trunk Properties

Status

Voice Mail Memory Status

Day/Night Mode

Holiday Table

Authority Code

PIN Configuration

SMDR Management

SMS Server

Reports

Dial In Conference - Cancel

SA Password

SA Timer

System Activity Log

System Fault Log

T1E1 Performance Report

Search Extension

+ Phone Properties

+ Language Setting

+ Do Not Disturb

+ Call Forward

+ Call Forward - Scheduled

- Call Forward When Not Registered

☐ Forward Calls to Voice Mail

☐ Forward Calls to Extension Number

☐ Forward Call to External Number using TAC 0

Apply Call Forward

Call Forward is not set

+ Call Forward When Not Registered - Scheduled

- Select the destination for forwarding calls when the SIP Extension fails to register from the following:
 - **Forward Calls to Voice Mail.**
 - **Forward Calls to Extension Number.** If you select this option, you must enter the desired Extension Number in the corresponding box.
 - **Forward Calls to External Number.** If you select this option, you must enter the desired external number in the corresponding box. Also, assign a trunk to route the call by selecting the Trunk Access Code from the **using TAC** list.
- Click the **Apply Call Forward** button. The message "Call Forward is set" appears.

- To set time-zone based Call Forward - When Not Registered, click **Call Forward When Not Registered-Scheduled** to expand.

Extension

Department Group Properties

Call Forward - All Extensions

Trunk Properties ▶

Status ▶

Voice Mail Memory Status

Day/Night Mode

Holiday Table

Authority Code

PIN Configuration

SMDR Management ▶

SMS Server ▶

Reports ▶

Dial In Conference - Cancel

SA Password

SA Timer

System Activity Log

System Fault Log

T1E1 Performance Report

Search Extension

+ Phone Properties

+ Language Setting

+ Do Not Disturb

+ Call Forward

+ Call Forward - Scheduled

+ Call Forward When Not Registered

- Call Forward When Not Registered - Scheduled

Working Hours

☐ Forward Calls to Voice Mail

☐ Forward Calls to Extension Number

☒ Forward Call to External Number using TAC

Apply Call Forward Call Forward is not set

- To set Call Forward When Not Registered for working hours, under **Working Hours**, select the desired destination from the following options:
 - Forward Calls to Voice Mail.**
 - Forward Calls to Extension Number.** If you select this option, you must enter the desired Extension Number in the corresponding box.
 - Forward Calls to External Number.** If you select this option, you must enter the desired number in the corresponding box, and assign a trunk to route the call by selecting the Trunk Access Code in the **using TAC** list.
- Click the **Apply Call Forward** button. The message “Call Forward is set” appears.
- To set call forward for Break Hours and Non-working Hours, follow the same instructions as above.
- To set Call Forward When Not Registered - Scheduled for another extension, follow the same instructions as above.

Call Forward-When Not Registered set/canceled by SIP Phone Users

Guests and hotel administration can set/cancel Call Forward-When Not Registered from their SIP phones. The SIP phone may be a Matrix Extended IP Phone or any open standard SIP phone.

Using Matrix Extended IP Phone

- Lift handset.
- Press DSS key assigned to Call Forward-When Not Registered (if configured).
- OR
- Dial ***13**.
- Scroll to the desired option.

To set Call Forward - When Not Registered regardless of time-zone,

- Select 'Always' and press 'Enter' key.
- Select 'Set' and press 'Enter' key.

To set Call Forward When Not Registered - Scheduled,

- Select 'Working Hours'/'Break Hours'/'Non-Working Hours', and press 'Enter' key.
- Select 'Set' and press 'Enter' key.
- On the prompt, 'Forward to Number', enter the Destination Number—Extension Number/External Number/Voice Mail System.
 - *The destination number for forwarding calls can be a maximum of 24 digits. Terminate the command with #* if destination number has fewer than 24 digits.*
 - *If the you want to route the calls to the Voice Mail, enter the VMS Access Code as the destination number.*
 - *If the destination number is an external number, enter the Trunk Access Code followed by the destination number and #*.*
- You get confirmation tone and message.

To cancel Call Forward - When Not Registered,

- Lift handset.
- Press DSS key assigned to Call Forward-When Not Registered (if configured).
- OR
- Dial ***13**.
- Select 'Always' and press 'Enter' key.
- Select 'Cancel' and press 'Enter' key.

To cancel Call Forward When Not Registered - Scheduled for each Time Zone,

- Lift handset.
- Press DSS key assigned to Call Forward-When Not Registered (if configured).
- OR
- Dial ***13**.
- Select the desired time-zone 'Working Hours'/'Break Hours'/'Non-Working Hours', and press 'Enter' key.
- Select 'Cancel' and press 'Enter' key.

To cancel All Call Forward When Not Registered,

- Press DSS key assigned to Call Forward-When Not Registered (if configured).
- OR
- Dial ***13**.
- Select 'Cancel Call Forward' and press 'Enter' key.

Using Standard IP Phone

- Lift handset.

To set Call Forward - When Not Registered regardless of time-zone,

- Dial ***13-1-1-Destination Number**



- The destination number for forwarding calls can be a maximum of 24 digits. Terminate the command with #* if destination number has fewer than 24 digits.
- If you want to route the calls to the Voice Mail, enter the VMS Access Code as the destination number.
- If the destination number is an external number, enter the Trunk Access Code followed by the destination number and #*.

To set Call Forward - When Not Registered - Scheduled,

- Dial ***13-2-1-Destination Number** for working hours.
- Dial ***13-3-1-Destination Number** for break hours.
- Dial ***13-4-1-Destination Number** for non-working hours.
- Replace handset.

To cancel Call Forward - When Not Registered,

- Lift handset.
- Dial ***13-1-0**.

To cancel Call Forward When Not Registered - Scheduled,

- Dial ***13-2-0** for working hours
- Dial ***13-3-0** for break hours.
- Dial ***13-4-0** for non-working hours.

- Replace handset.

To cancel All Call Forward-When Not Registered,

- Lift handset.
- Dial ***13-0**.
- Replace handset.

Call Privilege

Hotels need to have facility whereby they can control calling permissions for their guests according to their clientele. Hotel A may decide to allow only local calls from the room phones, whereas Hotel B may decide to allow international calls from the room phones.

To augment this, hotels also need to have a facility to set the calling permissions on a guest-by-guest basis. Guest A may want to make only local calls from his room phone, whereas Guest B may want to make long-distance calls from his room phone. The hotel operator should be able to do this at the time of check-in as well as after check-in on the guest's request.

SARVAM UCS offers the feature 'Call Privilege' to meet these requirements.

With this feature,

- The hotel administration, at the time of installation or thereafter, can ask the Installer/System Engineer to configure the SARVAM UCS to allow Internal Calls only Or Local calls Or Regional Calls, Or National Calls Or International Calls Or All calls from the room phones. These settings are known as 'Preset Call Privilege'.
- Also, the Operator at the time of check-in or after check-in can set/change Calling Permissions for each phone (guest room and administration phones), that is, allow or restrict outgoing Local, Regional, National International or All Calls, on a guest-by-guest basis.

The types of Call Privileges that can be set for guest room phones are:

- **No Calls:** Dialing of all external numbers is restricted. Only internal (extension-to-extension) calls are allowed²¹.
- **Local Calls:** Dialing of outgoing calls to Local area numbers, in addition to internal calls, is allowed. It is possible to restrict calls to certain local numbers.
- **Regional Calls:** Dialing of outgoing calls to regional numbers is allowed, in addition to internal calls. It is possible to restrict calls to certain regions.
- **National Calls:** Dialing of domestic, long-distance numbers within the country is allowed, in addition to internal calls. You can also restrict calls to certain parts of the country.
- **All Calls:** Dialing of all types of numbers - local, regional, national, international- is allowed, without any restriction.

The Call Privilege feature uses *Toll Control* to implement call restrictions. This is how it works:

- Each of the above Call Privilege types is mapped to a Toll Control Level from 0 to 3, in the Station Basic Feature Template applied to the guest room phones.
- For each Toll Control Level from 0 to 3, a 'Call Privilege' is defined, and corresponding number strings to be allowed and denied are configured for the Call Privilege type. For example, for Call Privilege Local Calls, the Local Numbers are configured, similarly for Call Privilege types Regional calls, National Calls

21. Calls to other guest room phones can be restricted using "Call Block" feature.

and International Calls, the corresponding 'Regional Numbers', 'National Numbers' and 'International Numbers' must be configured.

- With the Toll Control Level configured, whenever a call is made from the guest room phone, SARVAM UCS applies the Toll Control Level (that is, the Call Privilege and Number Lists) configured for the phones in the Station Basic Feature Template or the Call Privilege set for the guest room phones by the Front Desk.
- SARVAM UCS checks the Toll Control Level assigned to the guest room phone (in its Station Basic Feature Template). It then checks the 'Call Privilege' defined in the Toll Control Level, and then checks the corresponding Number strings configured for the Call Privilege.

For example, the guest room phone has Toll Control Level 1, and the Call Privilege type in Toll Control Level 1 is defined as 'National Calls', the system will check the 'National Numbers' strings configured.

The SARVAM UCS compares the each digit of the dialed number string with the number strings configured as Allowed and Denied Number strings for each Call Privilege type (local, regional, national and international), using the following logic:

Allowed Numbers	Denied Numbers	Result
match found	match found	Call allowed
match found	no match found	Call allowed
no match found	no match found	Call allowed
no match found	match found	Call denied

- The call is allowed to be made, if the dialed number:
 - matches with Allowed Numbers and the Denied Numbers.
 - matches with Allowed Numbers, but not with the Denied Numbers.
 - matches with neither the Allowed nor the Denied Number strings.
- The call is restricted, if the dialed number matches with a Denied Number, but not with any Allowed Number.

Preset Call Privilege

The system allows the Hotel flexibility to predefine the type of Call Privilege to be assigned to the guest room phones according to their occupancy status, which can later be changed on guest to guest basis if required.

For example: All rooms that are vacant are assigned 'Call Privilege-Preset Vacant', which is by default set to 'No Calls' (only internal calls are allowed).

All rooms that are occupied are assigned 'Call Privilege-Preset Occupied', which is by default set to 'All Calls'.

Thus, no outgoing calls are allowed from guest rooms when the room is vacant and only local numbers are allowed to be dialed when the room is occupied.

However, at the time of check-in, if the guest is to be assigned different call privilege other than 'Preset Occupied', the Front Desk/Operator can change the Call Privilege to 'National' or 'All' calls, as desired by the guest or as per the Hotel's policy.

When the guest is checked-out, the Call Privilege of the room is turned back to 'Preset Vacant', that is, no outgoing calls are allowed.

With the Preset Call Privilege applied for various occupancy states, the task of the Operator becomes easier, as s/he is required to change the Call Privilege for fewer guests, that is, only those who request a different Call Privilege.

The System Engineer shall consult the Hotel Management and set the 'Call Privilege-Preset Vacant' and 'Call Privilege-Preset Occupied' as required by them.

For occupancy states 'Reserved' and 'Guaranteed', the Call Privilege 'Preset Vacant' is applied.

The system also provides for a Preset Call Privilege When Call Budget Consumed. The Hotel can decide the type of calling permission to be allowed (e.g.: No Calls or Local Calls only) to guests who have exhausted their Call Budget amount.

This calling permission can be configured as the Preset Call Privilege When Call Budget Expires.

For example, if Call Privilege 'No Calls' is configured as 'Preset Call Privilege When Call Budget Expires', no outgoing calls will be allowed when a guest exhausts his/her Call Budget Amount.

If the guest is allocated a new Call Budget amount, the Call Privilege allowed to him/her before the call budget consumed, will get effective again.

By default, Preset Call Privilege when Call Budget Expires is 'No Calls' only.



- When *"Guest VIP Status"* is changed from Guest-In to Guest-Out, the Call Privilege of the room phone(s) changes to 'Preset Vacant'.
- When Guest status is changed from Guest-Out to Guest-In, the Call Privilege of the room phone/s is changed back to the value assigned to the guest before the Guest-Out was performed²².
- For this feature to work, the System Engineer/Installer must
 - Consult the Hotel Management and configure the Allowed and Denied Numbers for each Call Privilege Type, that is, Local, Regional, National Numbers and International Numbers, as decided with Hotel Management.
 - Program Preset Call Privilege for Vacant, Occupied and when Call Budget Expires condition, as desired by the Hotel Management.
- Both guests and Operator will be able to dial Emergency numbers²³ always, regardless of Call Privilege. SARVAM UCS provides for a separate configuration of Emergency Numbers, which remain unaffected by the Call Privilege allowed to phones. Refer the section 'Emergency Dialing' in the SARVAM UCS System Manual.

22. If the Operator has not changed the Call Privilege for that room phone, the call privilege will be set to 'Preset Occupied' on Guest-In.

23. To dial the Emergency Number 911, you must purchase the E911 license. For details, refer to License Management in the SARVAM UCS System Manual.

Configuring Call Privilege

Call Privilege involves the configuring of the Local, Regional and National numbers. This can be done using:

- Hotel Installation Wizard.
- SE web pages.
- SE commands.

When installing the system for the first time, use the [“Quick Installation Wizard-Hotel”](#) to define the allowed and denied Number strings for each Call Privilege type - Local, Regional, National Calls and International Calls, and configure the Preset Call Privilege for Occupancy states 'Vacant' and 'Occupied'.

Configuring Allowed and Denied Numbers

The System Engineer/Installer must configure the lists of Local Numbers, Regional Numbers, National and International Numbers.

The System Engineer/Installer is recommended to prepare two-column tables each, as shown below, for Local, Regional, National and International numbers on paper or using a computer, before beginning with the configuration. The tables may have the below format:

List of Local Numbers

Sr. No.	Allowed List	Denied List
1		
2		
:		
:		
999		

List of Regional Numbers

Sr. No.	Allowed List	Denied List
1		
2		
:		
:		
999		

List of National Numbers

Sr. No.	Allowed List	Denied List
1		
2		
:		
:		

Sr. No.	Allowed List	Denied List
999		

List of International Numbers

Sr. No.	Allowed List	Denied List
1		
2		
:		
:		
999		

On one column of each list, write down the numbers you want to permit. On the other column write down the numbers you want to restrict.

When using the Hotel Installation Wizard, the Number Lists can be configured when you reach the following pages by navigating the Wizard:

- 'Define Allowed and Denied Number Strings for Call Privilege - Local Calls'
- 'Define Allowed and Denied Number Strings for Call Privilege - Regional Calls'
- 'Define Allowed and Denied Number Strings for Call Privilege - National Calls'
- 'Define Allowed and Denied Number Strings for Call Privilege - International Calls'

Each of these lists has the capacity of 999 entries.

To configure the Number Lists strings using SE web pages:

- Log in as System Engineer.
- Under **Configuration**, click **Regional Settings**.
- Click the respective link you want to configure.

Local Numbers

- Click the **Local Numbers** link to open the page. Enter the local numbers that are permitted to be dialed in the **Allowed Numbers** and the numbers that are to be restricted (long distance/international) in the **Denied Numbers**. You may enter as many as 999 numbers in each list.
- Click **Submit** at the bottom of the page to save the entries.

Regional Numbers

- Click the **Regional Numbers** link to open the page.
- Enter the regional area numbers that are permitted to be dialed in the **Allowed Numbers** and the numbers that are to be restricted in the **Denied Numbers**.
- Make sure that you configure Regional Call Privilege such that Local Numbers also get allowed, whereas National and International Numbers are denied.
- Click **Submit** at the bottom of the page to save the entries.

National Numbers

- Click the **National Numbers** link to open the page.

- Enter the long distance numbers within the country that are to be permitted in the **Allowed Numbers** and the numbers that are to be restricted in the **Denied Numbers**.
- Make sure that the National Numbers also include Local and Regional numbers so that these are allowed to be dialed.
- Click **Submit** at the bottom of the page to save the entries.

International Numbers

- Click the **International Numbers** link to open the page.
- Enter the overseas numbers that are to be permitted in the **Allowed Numbers** and the numbers that are to be restricted in the **Denied Numbers**.
- Make sure that the International Numbers also include Local, Regional and National numbers so that these are allowed to be dialed.
- Click **Submit** at the bottom of the page to save the entries.

To configure **Number Lists** using SE commands, see the feature description for **Toll Control** in the *SARVAM UCS System Manual*.

Configuring Preset Call Privilege

The Preset Call Privilege for Occupancy states **Vacant** and **Occupied** can be configured on the **Programming Presets and Other Critical Parameters** page of the Wizard.

To configure Preset Call Privilege using SE web pages:

- Login as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters** to open the page.

Hotel Parameters	
Configurable Alarm Category (Personalized / Automated)	<input type="checkbox"/>
Voice Guided Alarm Verification	<input checked="" type="checkbox"/>
Preset Call Privilege	
Preset Call Privilege when Occupancy Status - Occupied	All Calls
Preset Call Privilege when Occupancy Status - Vacant	No Calls
Preset Call Budget Amount (₹)	009999
Preset Call Privilege when Call Budget Expires	No Calls
Preset Guest Group when Occupancy Status - Occupied	99
Preset Guest Group when Occupancy Status - Vacant	99
Preset Priority for VIP Guest	9 - Highest
Preset Priority for Non-VIP Guest	6 - Medium
Check-In Profile	
Ask Check-In Profile while Check-In	<input checked="" type="checkbox"/>
Ask Guest Title while Check-In	<input checked="" type="checkbox"/>
Ask Guest Name while Check-In	<input checked="" type="checkbox"/>
Ask Call Privilege while Check-In	<input type="checkbox"/>
Preset Check-In Profile	Single

- Set the desired values for:
 - Preset Call Privilege when Occupancy Status - Occupied (default: All Calls)
 - Preset Call Privilege when Occupancy Status - Vacant (default: No Calls)
 - Preset Call Privilege when Call Budget Expires (default: No Calls)
- Click **Submit** to save changes.

To configure Preset Call Privilege using SE commands:

- Enter SE mode.
 - Dial command **3704-Preset Toll Control Level** for Vacant
 - Dial command **3703-Preset Toll Control Level** for Occupied
 - Dial command **3721-Preset Toll Control Level** for Call Budget Consumed
- Where,
Preset Toll Level is from 0 to 3
0 is for All Calls
1 is for Local calls
2 is for Long Distance (National) calls
3 is for No Calls
- Exit SE mode.

Setting Call Privilege for Guests

At the time of check-in, the Preset Call Privilege will be applied to the room phone. The Operator may assign a different Call Privilege to guests, as desired by them.

The Operator can change the preset Call Privilege to the calling permission desired by the guest,

- at the Time of check-in.
- any time during their stay.

If the Operator wants to change the Preset Call Privilege at the time of Check-In, s/he must use the Check-In Form of the Front Desk User Wizard. For instructions see [“Operating the Front Desk User”](#).

The Call Privilege can be changed for a guest at any time during the stay, using:

- Front Desk User Mode
- SA Command from EON
- SA Command from SLT

Using Front Desk User Mode

- Log in as Front Desk User.

- Open **Guest Search** form.

- Search Guest by Guest Number/Room Number/Phone Number.
- Click **Submit**.

The **Guest Services** form for the particular guest will open. Under **Guest Privilege**, change the Call Privilege as required.

- Click **Submit** to save change.

Using SA Command from EON

Using DSS Key (if assigned by SE):

- Press DSS key assigned for 'Call Privilege - Remote' key.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room number or the Phone number as the case may be²⁴.
- Select the desired Call Privilege level:

24. Dial Room number if the Check-In Profile is Family or Single. Dial Phone Number, if Check-In Profile is Budget.

- All²⁵
- Local²⁶
- National²⁷
- No Calls²⁸
- Press 'Enter' key.
- You get a text message showing Call Privilege assigned to the Room/Phone number and confirmation tone.

Using Command:

- Pickup the Handset. (It is assumed that the Operator is in SA mode)
- Dial 1072-002.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room number or the Phone number as the case may be²⁹.
- Select the desired Call Privilege level:
 - All
 - Local
 - National
 - No Calls
- Press 'Enter' key.
- You get a text message showing Call Privilege assigned to the Room/Phone number and confirmation tone.

Using SA Command from SLT

- Pick up the handset.
- Dial 1072-002, you get feature tone.
- Dial Room Number/Phone Number, you get feature tone.
- Dial the Call Privilege level code:
- Dial 0 for All Calls
- Dial 1 for Local Calls
- Dial 2 for National Calls
- Dial 3 for No Calls
- You get confirmation tone.
- Replace the Handset on the cradle or you get dial tone after 3 seconds.



- *Call Privilege varies by Check-In profile of the guests.*
- *If the Check-In profile is Single, the same Call Privilege assigned at the time of check-in is applied to all the phones in the room. If Operator changes the Call Privilege of an individual phone in the room, the same is applied on the rest of the room phones.*
- *If the Check-In profile is Family, on check-in, Call Privileges assigned to the guest is applied for all phones in the room. However, the call privilege of individual phones can be changed, if required. The call privilege changed for any room phone, will not affect the call privileges of the rest of the room phones.*
- *If Check-In profile is Budget, call privilege is applicable on the specific phone only.*

25. When you select 'All', Toll Control Level 0 will be applied on this phone.

26. When you select 'Local', Toll Control Level 1 will be set on this phone.

27. When you select 'National', Toll Control Level 2 will be applied on this phone.

28. When you select 'No Calls', Toll Control Level 3 will be applied on this phone.

29. Dial Room number if the Check-In Profile is Family or Single. Dial Phone Number, if Check-In Profile is Budget.

Viewing Call Privilege set for Guests

The Operator can view Call Privilege of a guest from the Front Desk User mode only. The operator can view Call Privilege of individual Guests on the **Guest Services** page of each guest.

The Operator can also view Call Privilege of all guest phones from the 'Room Status' from the Front Desk User mode.

To view Call Privilege assigned to guest using Room Status:

- Log in as Front Desk User.
- Open the **Room Status** form.

The screenshot shows the 'Room Status' form. On the left is a vertical menu with options: Check-In, Check-Out, Guest Search, Guest Status, Room Status, Call Budget Status, Wakeup Alarm Status, Wakeup Call Log, Reminder Status, Reprint Check-Out Report, Guest Shift, Delete Checked-Out Calls, Call Forward - All Rooms, Call Block, and Hotel-Motel Activity Log. The 'Room Status' option is selected. The main area of the form has a title 'Room Status'. Below the title, there are three dropdown menus: 'List' (set to 'All'), 'Rooms having occupancy status' (set to 'Occupied'), and 'and clean status' (set to 'Clean'). Below these dropdowns is a blue button labeled 'List Down' with a mouse cursor pointing at it.

- Select the following search criteria:
- Room Type = All
- Occupancy status = Occupied
- Clean status = Select 'Any' or the desired clean status option (clean, dirty, out of service, maid present).
- Click the **List Down** button.

The Call Privilege of rooms will appear in the format of the **Room Status Report**.

	Room Status						
	Room Number	Check-In Profile	Phone Number	Occupancy Status	Guest Presence	Clean Status	Call Privilege
Check-In	303	Single	3003	Occupied	Guest-In	Clean	All Calls
Check-Out	304	Single	3004	Occupied	Guest-In	Clean	All Calls
Guest Search	305	Family	3005	Occupied	Guest-In	Clean	All Calls
Guest Status							
Room Status							
Call Budget Status							
Wakeup Alarm Status							
Wakeup Call Log							
Reminder Status							
Reprint Check-Out Report							
Guest Shift							
Delete Checked-Out Calls							
Call Forward - All Rooms							
Call Block							
Hotel-Motel Activity Log							

Check-In

When a guest is checked in, the SARVAM UCS performs the following check-in tasks for each guest:

- Changes room Occupancy status to 'Occupied'.
- Changes room Clean status to 'Clean'.
- Changes guest presence to 'Guest In'.
- Sets Call Privilege 'Preset Occupied'.
- Sets Call Forward Preset for the Guest phone (to Voice Mail as per default preset or to destination configured by Installer).
- Applies the Call Budget (the default preset '9999' or the amount set as default by the Installer).
- Sets Call Budget Consumed amount to '00'.
- Assigns a Mailbox and you can post a Welcome Message into the Mailbox of the guest at the time of Check-In.
- Changes Guest Group of Room phone to 'Preset Occupied'.
- Sets Guest VIP Status as 'Non-VIP'.
- Applies Phone Ringing Pattern (default preset or the default set by the Installer for the particular room).
- Cancels Message Wait, DND, all Wake-up Calls and Reminders set for the previous guest.
- Transfers the Message of the previous guests mailbox to the General Mailbox or to deletes them, as per the option you select.
- Clears Last Caller Number from Recall, Missed Call List and Call Count (number of calls made from the guest room by previous guest).
- Disables Calling Line Identification Restriction (CLIR).

There are two ways to perform a check-in:

- Using the Check-In Form of the Front Desk User.
- Dialing SA Commands from EON.

Each of these two modes of check-in requires a set of inputs.

Guest Check-In with Check-In Form

When check-in is performed using the Check-In form of the Front Desk User, the following parameters must be set:

- **Guest Number:** This number is automatically generated at every successful check-in. The number cannot be changed. The guest number can be used to call the guest directly without the Operator's intervention (Direct Inward Dialing). It can also be used to search, check-out guests. Default: Non-editable field.
- **Guest Title:** This is the title by which the guest is to be addressed, e.g.: Mr., Mrs., Ms., Dr., Cmdr., Prof., etc. Along with the Name, the title appears on the display of the Operator/Administration phones, and on the Check-Out Reports. Default: Blank.
- **Guest Name:** The name of the guest. With the guest Title, the name will appear on the display of the Operator/Administration phones and on the Check-Out Reports. Default: Blank.



*If the parameter **Overwrite Guest Name over Station Name**, has been disabled, whenever calls are made by guests, the extension name will appear on the display of the Operator/Administration phones. For more information see, ["Guest Name and Title"](#).*

- **Guest VIP Status:** From the options 'VIP' and 'Non-VIP', VIP status can be selected if the guest being checked-in is to be given special attention or preferential treatment. Calls from the guest room designated as 'VIP' will be given priority in landing on the Operator's extension. Default Guest VIP status: Non-VIP.
- **Check-In Profile:** There are three check-in profile options:
 - *Single* - When only one person occupies a room.
 - *Family* - When more than one person occupies a room, but a common bill is to be generated. E.g.: a family checking into a suite.
 - *Budget* - When more than one person occupies a room, but each is to be billed separately. E.g.: a dormitory style room, or a suite partitioned into single rooms.
- **Room Number:** This is the Room Number, in which the guest is to be checked-in. This field is enabled on the form, only when the Check-in Profile of the guest is defined as either 'Single' or 'Family'.
- **Extension Number (Phone Number):** This is the Phone Number which will be assigned to the guest. This field is enabled on the form, only when the Check-in Profile of the guest is defined as 'Budget'.
- **Mailbox:** The guest can be assigned a mailbox to forward all calls made to the guest. By default, all guests are assigned a mailbox. If no mailbox is to be given to the guest, select 'No'. For the Mailbox function, the Voice Mail System (VMS) Module — NX DBM VMS64 must be installed on the CPU Card of the system.

If you have assigned a mailbox to the guest while Check-in, you can post a Welcome Message in the Mailbox of the guest.

- **Phone Ringing Pattern:** This is the sequence in which the phones in a room will ring when a call is received on them. There are four ringing patterns:
 - *First Only* - only the first phone³⁰ in the room will ring.
 - *Simultaneous* - all phones in the room will ring.
 - *One by One* - all phones will ring one after the other in rotation for 15 seconds each.
 - *Stepped* - the first phone in the room will ring for the first 15 seconds. For the next 16-30 seconds the first and second phone will ring. For the next 31-45 seconds, the first, second and third phone will ring. For the next 46-60 seconds the first, second, third and fourth phone in the room will ring.
 - *All after first* - one phone in the room will ring for 15 seconds, after which all phones in the ring will ring simultaneously.

Phone Ringing Pattern is applicable only if the Check-In profile is 'Single' or 'Family'.

Default preset Phone Ringing Pattern: First Only.

The Installer can change the phone ringing pattern of the room phones, if so desired by the Hotel Administration. The Operator can set different ringing patterns on a guest-by-guest basis.

- **Call Budget:** It is the credit limit which is set for the guest to make calls. Default: 999999. This amount can be changed by the Installer as per the practice of the Hotel. The amount set by the Installer will be the default call budget for all guests. The default amount set by the Installer can also be changed by the Operator on a guest-by-guest basis.
- **Call Privilege:** There are four Call Privilege options to allow to guests:
 - *No Calls* - disallows all outgoing calls.
 - *Local Calls* - allows only calls within the local area.
 - *National Calls* - allows local, regional, as well as long distance calls within the country.

30. *'First Phone' is the phone configured as phone #1 in the room. The System Engineer is advised to place Phone #1 close to the bed.*

- *All Calls* - allows all outgoing calls, that is, local, regional, national and international, without any restriction.

Default Call Privilege: No Calls.

- **Guest Group:** There are three Guest Groups to which the guest can be assigned, to restrict room-to-room calls.
 - *Guest Group 00:* guest can make calls only to the Administration phones.
 - *Guest Group 99:* guest can make calls to all administration and room phones.
 - *Guest Group 01 to 98:* guest can make calls to the administration phones and to guest rooms within the same guest group. The calling options between guest groups can be configured as per your requirement. For details, refer to [“Configuring the System with the SA Web Pages”](#)
- Default Guest Group: 99.

Guest Check-In with SA Command

When you perform a check-in using SA commands, you can enter the following information from the Phone Menu of EON:

- The Check-In Profile (Single, Family, Budget)
- The Room Number or the Phone Number
- Guest Title
- Guest Name
- Call Privilege

The system will automatically apply the Preset Call Budget and Mailbox assignment, the default VIP Status (Non-VIP status) and Phone Ringing Pattern.

If the preset values of any of these parameters is to be changed or other services such as Alarms, Reminders, Do Not Disturb are to be set for the guest, it must be done from the 'Guest Services' form of the Front Desk User mode. Refer the topic [“Front Desk User”](#) for instructions on how to use this mode.

There are hotels which may not want to use any of the above Check-In options. For example, some hotels may not want to use the Guest Title field or different Check-In Profiles for their guests. For such hotels, it is possible to customize the Check-In menu of the phone such that only those Check-In parameters required by the hotel appear on the menu, making the check-in operation easier for the Front Desk.



- *Check-In requires alphanumeric dialing for the Guest Name and Title, which is possible only on a digital key phone. Therefore, do not use an SLT for checking in guests, as alphanumeric dialing is not supported by SLTs.*
- *The system will allow check-in of a room or a phone, only if its state is 'Vacant' and 'Clean'.*

However, it is possible to have the system check in a guest into a room, without checking its clean status. For this, the Installer must enable the 'Allow Check-In in Dirty Room?' flag in the Hotel Parameters page of the SE web pages.

When this flag is enabled, a guest can be checked into a room regardless of its room clean status. If this flag is disabled, a guest can be checked into a room only if its status is 'clean'.

By default this flag is disabled.

- *Regardless of whether this flag is enabled or disabled, check-in is allowed only if the room occupancy is 'Vacant'.*

- *Guests can be checked in without using either the Check-In Form of the Front Desk User or Check-In SA commands. This can be done by changing the Occupancy status of the room or the phone on which the guest is to be checked in.*
- *The configuration involved in the Check-In feature are:*
 - *enabling/disabling the flag 'Allow Check-In in Dirty Room?' in the Hotel Parameters.*
 - *enabling/disabling the Check-In Profile parameters.*

Configuring Check-In Parameters

The System Engineer may enable the flag 'Allow Check-In in Dirty Room?' in the Hotel Parameters, if the Hotel wants to allow guests to be checked into rooms that have not been cleaned.

The System Engineer may customize the Check-In menu of the DKP, EON, by removing any of the following check-in parameters:

- **Check-In Profile:** This parameter may be removed if the hotel uses the same Check-In Profile (Single, Family, Budget) for all the rooms. If you remove this parameter from the Check-In menu, you must configure the 'Preset Check-In Profile'.
- **Guest Title:** This parameter may be removed if the hotel does not prefer to affix a title for its guests.
- **Guest Name:** This parameter may be removed if the hotel wants the flexibility to allow the Front Desk to check-in a guest using an SLT (which does not support alphanumeric dialing required for entering Guest Name).
- **Call Privilege:** This parameter may be removed if the hotel wants to allow the Front Desk to set a different Call Privilege for the guest at the time of check-in. When you remove this parameter from the menu, the value of the 'Preset Call Privilege When Occupancy Status- Occupied' will be applied.

If the Call Privilege is part of DKP/Extended IP Phone menu, the Call Privilege shall be applied as selected by the Front Desk personnel.

The Check-In parameters can be configured using:

- Hotel Installation Wizard.
- SE web pages
- SE commands

In the Hotel Installation Wizard, all the 'Allow Check-In in Dirty Room' and the above mentioned Check-In parameters can be configured in the 'Presets and Other Critical Parameters' page. Refer the topic [“Setting Up SARVAM UCS for Hospitality Application”](#).

To configure Check-In parameters using SE web pages:

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Settings**.

- Click **Hotel Parameters** to open the page.

Hotel Parameters	
Basic Parameters	
Allow Check-In in Dirty Room	<input checked="" type="checkbox"/>
Overwrite Guest Name over Station Name	<input checked="" type="checkbox"/>
Destination Port for Hotel Reports	COM Port
Destination IP Address	
Port	00514
Print Check-Out Report at Check-Out	<input checked="" type="checkbox"/>

- To allow Check-In into a Dirty Room, select the check box **Allow Check-In in Dirty Room**.
- To retain or remove the following Check-In parameters from the DKP/Extended IP Phone menu, select/clear the respective check boxes:

Hotel Parameters	
Check-In Profile	
Ask Check-In Profile while Check-In	<input checked="" type="checkbox"/>
Ask Guest Title while Check-In	<input checked="" type="checkbox"/>
Ask Guest Name while Check-In	<input checked="" type="checkbox"/>
Ask Call Privilege while Check-In	<input type="checkbox"/>
Preset Check-In Profile	Single

- Check-In Profile:** Select/clear the check box **Ask Check-In Profile while Check-In**. Default: Check-In Profile is included in the check-in menu of the DKP.
- Guest Title:** Select/clear the check box **Ask Guest Title while Check-In**. Default: Guest Title is included in the check-in menu of the DKP.
- Guest Name:** Select/clear the check box **Ask Guest Name while Check-In**. Default: Guest Name is included in the check-in menu of the DKP.
- Call Privilege:** Select/clear the check box **Ask Call Privilege while Check-In**. Default: Call Privilege is not included in the check-in menu of the DKP.
- Assign Mailbox at Check-In:** Clear the check box **Assign Mailbox at Check-In**, if you do not want the system to assign a Mailbox at Check-In. By default, a mailbox is assigned to all the guests. This option is also included in the check-in menu of the DKP.
- Welcome Message in Mailbox:** Select the check box **To post Check-In Welcome Message to the Mailbox**, if you want the system to post a welcome message in the mailbox of the guest at the time of Check-In.

- Click **Submit** at the bottom of the page to save your setting.
- Log out or continue, as required.

To configure Check-In parameters using SE commands:

- Enter SE mode.
To enable/disable Allow Check-In in Dirty Room flag:
 - Dial command **3715-Code**
Where,
Code is
0 for Do not Allow Check-in into Dirty Room
1 for Allow Check-In in Dirty Room also.

To enable/disable Check-In Profile in the DKP/Extended IP Phone menu:

- Dial command **3722-Code**
Where,
0 is for Disable
1 is for Enable
By default Check-In Profile is enabled.

To enable/disable Guest Title in the DKP(EON) or Extended IP Phone menu:

- Dial command **3723-Code**
Where,
0 is for Disable
1 is for Enable
By default Guest Title is enabled.

To enable/disable Guest Name in the DKP(EON) or Extended IP Phone menu:

- Dial command **3724-Code**
Where,
0 is for Disable
1 is for Enable
By default Guest Name is enabled.

To enable/disable Call Privilege in the DKP(EON) or Extended IP Phone menu:

- Dial command **3725-Code**
Where,
0 is for Disable
1 is for Enable
By default Call Privilege is disabled.

To configure Preset Check-In Profile:

- Dial command **3726-Preset Check-In Profile**
Where,
Preset Check-In Profile is
1 is for Single
2 is for Family
3 is for Budget
By default Preset Check-In Profile is single.

To post a welcome message into the guests mailbox at the time of Check-In:

- Dial command **3728-Code-#***

Where,
Code is
1 is for Enabled
0 is for Disabled
By default it is disabled.

- Exit SE mode.

Performing Check-In

As mentioned earlier, guests can be checked in using:

- Check-In form of the Front Desk User
- SA commands

Using Front Desk User

To check in a guest using the Front Desk User, the Operator must use the Check-In form of the wizard.

Before checking in a guest, the Operator must first refer Room Status to find out whether the Room Type required by the guest is available, that is, 'Vacant' and 'Clean'.

Refer [“Front Desk User”](#) for instructions on checking in guests.



If PMS Type 2 or Type 3 (Micro Opera) is being used with SARVAM UCS, the system will not allow check-in or check-out from the Front Desk User. Refer the topic [“PMS Interface”](#) to know more.

Using SA commands from EON³¹

First, find out whether the [“Room Types”](#) required by the guest is 'Vacant' and 'Clean'.

- Use the [“Guest Search”](#) feature to find out occupancy and clean status of the desired Room Type.
- Note the Room Number and the Phone Number of the available Room Type.

Using DSS key:

- Press the 'Check-In' Key.
- You get the Check-In Profile Options:
 - Single
 - Family
 - Budget
- Scroll to select the desired Check-In Profile.
- Press 'Enter' key.
- You get the text message 'Enter Room Number', if Check-In Profile selected is Single or Family.
- You get the text message 'Enter Phone Number', if Check-In Profile selected is Budget.
- Enter Room Number or Phone Number as applicable.
- You get the text message 'Enter Guest Title'.
- Enter Guest Title, max. 8 characters.
- Press 'Enter' key, if Guest Title is less than 8 characters.
- You get the message 'Enter Guest Name'.
- Enter the name of the guest, max. 18 characters.
- Press 'Enter' key, if Guest Name is less than 18 characters.
- Select the desired Call Privilege³²: No calls, Local calls, National calls, All calls.

31. Do not use SLT, as alphanumeric dialing is not supported by SLTs.

- Press 'Enter' key.
- You get a confirmation tone and message for the successful Check-In, with the 'Guest Number' generated for the Checked-In guest.

Using Command:

- Pick up the handset. (it is assumed that the Operator is in SA mode)
- Dial **1072-901**.
- You get the Check-In Profile Options:
 - Single
 - Family
 - Budget
- Scroll to select the desired Check-In Profile.
- Press 'Enter' key.
- You get the text message 'Enter Room Number', if Check-In Profile selected is Single or Family.
- You get the text message 'Enter Phone Number', if Check-In Profile selected is Budget.
- Enter Room Number or Phone Number as applicable.
- You get the text message 'Enter Guest Title'.
- Enter Guest Title, max. 8 characters. Press 'Enter' key, if Guest Title is less than 8 characters.
- You get the message 'Enter Guest Name'.
- Enter the name of the guest, maximum 18 characters. Press 'Enter' key, if Guest Name is less than 18 characters.
- You get a confirmation tone and a confirmatory text message with 'Guest Number' generated for the checked-in guest.

To change Call Budget amount, Guest VIP Status, set Wake-up Calls, Reminders, Do Not Disturb, etc., use either the 'Guest Services' form of the Front Desk User, or refer the respective feature description.



- *It is also possible to check-in guests by changing room occupancy status to occupied, instead of using the Check-In form or the Check-in commands.*
- *If check-in is to be performed by changing the Occupancy status to 'Occupied',*
 - *For guests with Check-In profile 'Single' or 'Family', the Operator must change 'Room Occupancy' status to 'Occupied'.*
 - *For guests with Check-In profile Budget, the Operator must change the 'Phone Occupancy' status to 'Occupied'.*

32. This option will appear on your DKP/Extended IP Phone menu only if it has been included the Check-In parameters.

Check-In Profile

The SARVAM UCS is designed to meet the requirements of a variety of hospitality establishments like hotels, resorts, motels, halls of residence, serviced apartments, hospitals, etc. These hospitality establishments differ in the type of accommodation they provide: single, double, triple rooms, suites, family room, shared rooms with/without bunk beds in dormitory style, cottage, chalet, and so forth. The rooms are further graded as budget, standard, superior, deluxe rooms; junior, executive, luxury, premier, presidential suites, etc.

While hotels have well-defined accommodation types and services, often they need flexibility in room assignment and usage of the telephones in the rooms by guests.

Generally, in hotels, single guests are accommodated in single rooms; two or more guests are accommodated in double room with extra bed/triple room, or a suite. Each room may have single phone or multiple phones. In such cases, guests are billed for the type of room they occupy and the telephone usage.

In hospitals, patients are accommodated in standard/special wards (multi-bed rooms) or private/special rooms, or suites, depending on the patient's health condition, duration of stay, and personal preferences. Wards have multiple beds and may have a telephone for each bed. Patients are charged for bed occupancy and telephone usage. Private/special rooms or suites may have multiple phones and more than one room. Patients are charged for room occupancy and telephone usage.

However, practical experiences of hotels and hospitals show that room availability and guest/patient preferences are two factors that demand flexibility in room assignment and telephone usage. Consider the following examples:

1. A single guest is to be checked in, but single rooms are not available. The hotel wants to offer a suite room.
2. A single guest wants to occupy a multiple-bed room (double room/family room/suite).
3. Multiple guests want to occupy a single room, but want to be billed together. Each guest also wants to use a room phone as per their convenience. One guest wants to set DND on his phone, the other wants to receive calls, the third wants to set a Wake-up call/Reminder.

A private/special room/suite in a hospital, may have more than one room and bed, but occupied by a single patient (and their attendants). This patient should be checked into a room not the bed they are occupying. Further, the patient and the attending family member/relative would like to use a room phone as per their convenience. For example, the patient would like to rest undisturbed for extended hours, whereas the attendant would like to rise early in the morning to make other arrangements for the patient, etc.

4. The hotel wants to rent out suite rooms as independent single rooms during off-season/ slack business period, or as a special offer or package deal. A hospital may have to accommodate patients into private/special/suite rooms, due to non-availability of beds in multi-bed wards.
5. In a dormitory style accommodation there are multiple beds and multiple phones in a large room. Each guest is to be checked in to the same room, but billed individually. In such cases, guests need to be billed for the occupancy of the bed and telephone usage. Similarly, a 'ward' is a large room with multiple beds. Each bed may be provided with a telephone. Patients should be checked into a bed and not the room. Also, the hospital needs to keep track of the occupancy status and the clean status of each bed, instead of the entire room.

The Check-In Profile feature of the SARVAM UCS provides the flexibility in room assignment required in each of the above examples.

The Check-In Profile allows guest(s) to be checked-in to a room irrespective of its accommodation capacity, that is, Room Type defined by the hotel/hospital.

There are three types of Check-In Profile that can be assigned to a room:

- **Single:** to be assigned to a room, when only one person occupies the room. The room may have single bed and single telephone, or may have multiple beds, multiple rooms and multiple phones.

If there are multiple phones in the room, any feature set on one phone will be applied on all phones in the room.

Thus when a single guest is checked in into a suite room or a single patient is checked into a private room/special room/suite, with the Check-In Profile 'Single', the room will be treated as a single room by the system. The system will deny any subsequent check-in into the room. Features like DND and Call Forward set by the guest from any of the phones in the suite room will be applicable on all the phones in the room (that is, suite).

- **Family:** to be assigned to a room, when more than one person occupies the room, but is billed together. The room has multiple beds (multiple beds in multiple rooms as in a suite) and multiple phones.

If there are multiple phones in the room, any feature set on one phone will be applied on that phone only.

Thus when multiple guests want to occupy a room with common billing, they can be checked into a room with the Check-In Profile as 'Family'. Each guest in that room can use a room phone as per their convenience. For example, one guest can set DND on his/her phone, the DND will be set on that phone only. Other phones in the room can continue to receive calls. Similarly, if another guest in the room sets a Wake-up call/Reminder on his/her phone, the wake-up call/reminder will ring on that phone only. However, a single, common bill will be generated for telephone usage from all room phones.

Even multiple guests can be checked in with Check-In Profile as 'Family' in a single room with a single bed and single phone.

Private/special rooms or suites occupied by a single patient and their attendants can be checked in as 'Family'. Patients and their attendants can use the room phones as per their convenience. A common bill will be generated for usage of all room phones.

- **Budget:** to be assigned to a room when more than one person occupies the room, but is to be billed individually. The room has multiple beds, a telephone for each bed.

When the Check-In profile 'Budget' is selected for a guest, the guest is checked-into a 'phone' in the room. Any feature set on any of the phones in the room will be applied on that phone only.

Thus when more than one guests are to occupy a room (double/triple room or suite or a dormitory style room), but pay individually, they can be checked into the room with the Check-In Profile as 'Budget'. The hotel can partition suite rooms temporarily into single rooms by checking in guests as 'Budget'.

Similarly, hospitals can accommodate patients into private/special/suite rooms, when beds in multi-bed wards are not available, by checking in the patients as 'Budget'. Each guest/patient in that room can use a room phone as per their convenience. For example, the Wake-up call/Reminder, DND, Call Forward, set by one guest/patient on his/her phone will be set on that phone only. A separate bill will be generated for telephone usage of each phone (bed) in the room. For this, however, the room the guest is checked into must have a phone for each guest/patient. Also, the guest/patient can use only one phone in the room. For

example, a suite has two rooms, each room has three phones. Now, when the suite is partitioned into single rooms, only one phone in the room can be used by the guest/patient.



- *No specific configuration is required for this feature to work.*
- *The Check-In Profile is to be selected at the time of checking in a guest. This can be done using the Check-In form of the Front Desk User as well as issuing SA commands.*
- *When a guest is checked in as 'Single', the Operator must enter the room number, as this type of check-in is based on room number. The system will not allow any other guest to be checked-into the same room number till the room is occupied by the current guest.*
- *When guests are checked in as 'Family', the Operator must enter the room number, as this type of check-in is also based on room number. The system will not allow subsequent check-in into the same room number till the room is occupied by the current guests.*
- *When guests are checked in as 'Budget', the Operator must enter the phone number, as this type of check-in is based on phone number. The system will allow subsequent check-in into the same room, provided the subsequent check-in is also by phone number, that is, the Check-In Profile is 'Budget'.*
- *The Check-In Profile cannot be changed once the room/phone (bed) is occupied.*

Check-Out

When a guest is checked-out, SARVAM UCS automatically:

- Prints Check-out Report³³.
- Changes room Occupancy status to 'Vacant'.
- Changes room Clean status to 'Dirty'.
- Changes Guest Group of room phone to 'Preset Vacant'.
- Changes Guest VIP status to 'Non-VIP'. (if changed)
- Sets Call Privilege to 'Preset Vacant'.
- Sets Call Budget allocated to '0'.
- Cancels Do Not Disturb (DND), Wake-up Calls, Reminders, Hotline, Auto Answer, Auto Call Back, Auto Redial, Trunk Reservation, Call Forward set for the guest.
- Clears Redial List, Missed Call List, Last Caller Number from Recall, Call Count (number of calls made from the guest room), Call Budget Consumed.
- Transfers the Message from the guests mailbox to the General Mailbox or to deletes them, as per the option you select, when a new guest is checked-in the same room.
- Disables CLIR.
- Denies routing of incoming calls directly to the room using DDI, Auto Attendant and CLI Based Routing.

However, to allow check-out reports to be reprinted later, the system, will retain

- the Guest Name and Title.
- the Call Records of the checked-out guests.

The Guest Name and Title are retained until the next guest check-in.

Call Records of the checked-out guest remain stored in the SMDR Buffer, until they are deleted manually or automatically when the SMDR buffer is filled to capacity.

Refer the topic [“Deleting Call Records of Checked-Out Guests”](#).

The check-out of each guest is recorded in the [“Hotel-Motel Activity Log”](#).

Check-Out Report

When a guest is checked out of a room, the report is displayed on your computer screen and you can print the Check-Out Report for the guest.

The Check-Out Report contains the following information:

- Name of the Hotel, Room number, date and time of the check-out on the top line.
- Guest ID.
- Guest Name.
- [“Check-Out Serial Number”](#).
- Check-In and Check-Out date and time.
- Outgoing call details (Calls made from the room phone with the trunk type, destination number, date and time, duration, units, and amount).
- Total number of calls made.
- Total duration of calls.
- Sum total.

33. If automatic printing of Check-Out Reports is configured by the Installer.

It is possible to reprint the check-out report at a later stage.

Check-Out Serial Number

At every check-out the system generates and assigns a Serial Number for every check-out. The serial number is printed on the Check-Out Report. This number is generated sequentially by the system and roll over from 9999 to 0000. The number cannot be changed or manipulated.

The Check-out serial numbers are cleared whenever default settings are reloaded on to the system.



- *For the Check-Out feature, no special configuration is required, except*
 - *enabling the flag 'Print Check-Out Report at Check-Out'.*
 - *defining the Destination Port for printing the Check-Out Report.*
- *Check-out can be performed by changing the occupancy state of the room/phone to 'Vacant'.*

Configuring Check-Out Report Parameters

The Check-Out Report can be viewed on your computer screen and the same can be printed using the local printer connected to the PC.

The Check-Out reports can also be printed on the Communication/ Ethernet (LAN/WAN)/ USB to COM Port.

For printing Check-Out Reports on the Communication/ Ethernet (LAN/WAN)/ USB to COM Port, the Installer should

- assign a Communication/Ethernet Port as the **Destination Port for Hotel Reports**.
- if you select COM/ USB to COM port, configure the Communication Port parameters.
- if you select Ethernet, configure the Destination IP Address: Port.
- enable the flag for automatic printing of Check-Out reports.

This can be done using:

- Quick Installation Wizard-Hotel
- SE web pages
- SE commands

In the Hotel Installation Wizard 'Destination Port for Hotel Reports' can be assigned and the 'Automatic Check-Out Report' flag can be enabled on the 'Programming Presets and Other Critical Parameters' page. Refer the topic [“Setting Up SARVAM UCS for Hospitality Application”](#).



The settings³⁴ of the COM or USB to COM Port of the SARVAM UCS should match with those of the Computer connected to it. Refer the chapter, [“Communication Ports”](#), for instructions on configuring communication port parameters.

To assign the Destination Port for Hotel Reports and to enable automatic printing of Check-Out Reports using SE web pages:

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Setting**.
- Click **Hotel Parameters** to open the page.
- Go to **Destination Port of Hotel Reports** and select the COM/ Ethernet/ USB to COM Port to be assigned.

34. Speed/Baud Rate, Data Bits, Parity.

- If you select Ethernet, enter the Destination IP Address and Port. Both IPv4 and IPv6 addresses are supported.

- Go to **Print Check-Out Report at Check-Out** and click the box to enable this flag.
- The system can transfer the message from the guests mailbox to the General Mailbox or delete the messages at the time of Checkout. In **To Transfer the Message to the General Mailbox or to delete it at the time of Checkout**, select the desired option, **Delete Message** or **Transfer Message**.

- Click **Submit** at the bottom of the page to save changes.

To assign Destination Port using SA commands,

- Enter SE mode.
- Dial command **3701-Destination Port Code** (0-2)
Where,
Destination Port Code is 0-2
 0 is None
 1 is for COM Port
 2 is for Ethernet Port
 3 is for USB to COM Port
E.g.: to assign COM Port as destination port, dial **3701-1**.



IPv6 address can be configured using Jeeves only.

- Dial command **3727-Message Option-#**
Where,
Message Option is
 1 is for Delete Message
 2 is for Transfer Message
By default Message Option is Delete Message.
- Exit SE mode.

To enable Automatic Check-Out Report flag using SA commands:

- Enter SE mode.
- Dial command **3702-Flag**
Where,
 1 is for Enable
 0 is for Disable
E.g.: to enable flag, dial **3702-1**.
- Exit SE mode.

Performing a Check-Out

A check-out can be performed from

- Front Desk User
- SA Command from EON
- SA Command from SLT

Using Front Desk User

- Log into Front Desk User.
- Click the **Guest Status** form.
- On the Guest Status form, using the name of the guest who is to be checked out, find the corresponding room/phone number and the guest number.

If the guest has been checked in as Single or Family, the room number will appear on the Guest Status page. If the guest has been checked in as Budget, the phone number will appear on the Guest Status page.

- Click the **Check-Out** link to open the form.

- You can check-out the guest by entering the guest number, the room number or the phone number.
- Click **Check-out**.

The Check-out will be performed by the system and the Check-out report will be displayed on your screen.

- The Check-Out Report will be printed on the destination port, if assigned by you.



To print reports on the destination port as soon as a check-out is performed, you must select the **Print Check-Out Report at Check-Out** check box and configure the **Destination Port for Hotel Reports**.

- Click the **Print** button, to print the report on the local printer connected to the computer.



To print the reports on the local printer only, select **None** as the as the **Destination Port for Hotel Reports** and clear the **Print Check-Out Report at Check-Out** check box.

To check out guests using SA command:

- First find out the room/phone number or the guest number of the guest to be checked out using the Guest Status form in the Front Desk User. Guest Status can be viewed only on the Front Desk User.

Using SA Command from EON

Using DSS Key:

- Press the 'Check-Out' Key.
- You get a text message 'Enter Room number/Phone number/Guest number'.
- Enter the Room Number or the Phone Number or the Guest Number to be checked out.
- Press 'Enter' key.

Using Command:

- Pick up the handset. (it is assumed that the Operator is in the SA mode)
- Dial **1072-902**.
- You get a text message 'Enter Room number/Phone number/Guest number'.
- Enter the Room Number/Phone Number or Guest Number.
- Press the 'Enter' Key.
- You get a confirmatory text message and a confirmation tone.

Using SA Command from SLT

- Pick up the handset.
- Dial **1072-902**, you get feature tone.
- Dial Room Number/Phone Number/Guest Number.
 - If the Check-In Profile of the guest is Single or Family, use Guest Number or Room Number.
 - If the Check-In Profile of the guest is Budget, use Phone number or Guest number.
- You get confirmation tone.
- Replace the handset or you get dial tone after 3 seconds.



- *The system will not perform a check-out if Printing Check-Out Report on Check-Out is enabled, but no destination port is defined for printing the report. If using the Front Desk User, an Error message will pop up informing the Operator that no Communication port is assigned. If using SA command, the Operator will get an Error tone.*
- *It is possible to check-out guests by changing the Occupancy status to 'Vacant'. When the occupancy status is changed to 'Vacant' the system will check-out the room and print the Check-Out report. For this, the destination port must be assigned for printing the report and the automatic Check-Out report printing flag must be enabled.*
- *If Check-Out is to be performed by changing the Occupancy status to 'Vacant',*
 - *For guests with Check-In profile Single or Family, the Operator must change 'Room Occupancy' status to 'Vacant'.*
 - *For guests with Check-In profile 'Budget', the Operator must change the 'Phone Occupancy' status to 'Vacant'.*

Re-Printing Check-Out Reports

While the Check-Out Report is automatically printed at each guest check out, it is possible to reprint the report for any guest at a later stage.

Check-Out Reports can be reprinted using:

- Front Desk User
- SA Command from EON
- SA Command from SLT

Using Front Desk User

- Log into Front Desk User.
- Click the **Reprint Check-Out Report** link.

Check-In
Check-Out
Guest Search
Guest Status
Room Status
Call Budget Status
Wakeup Alarm Status
Wakeup Call Log
Reminder Status
Reprint Check-Out Report
Guest Shift
Delete Checked-Out Calls
Call Forward - All Rooms
Call Block
Hotel-Motel Activity Log

Reprint Check-Out Report

☐ Guest Number

☒ Room Number

☐ Phone Number

Check Out Reports on - COM Port

- Enter Room Number if the guest was checked in as Single or Family.
- Enter Phone Number if the guest was checked in as Budget.

OR

- Enter Guest Number, if you know it.
- Click **Submit**, if you want to print the report on the destination port as assigned by you.



To re-print reports on the destination port, you must configure the **Destination Port for Hotel Reports**.

- Click **View**, the Check-out report will be displayed on your screen.

Check-In
Check-Out
Guest Search
Guest Status
Room Status
Call Budget Status
Wakeup Alarm Status
Wakeup Call Log
Reminder Status
Reprint Check-Out Report
Guest Shift
Delete Checked-Out Calls
Call Forward - All Rooms
Call Block
Hotel-Motel Activity Log

The GoodLife Inn

GUEST CALL REPORT FOR ROOM : 304 AS ON 01-04-2016(Fri) AT 18:23

Guest ID : 1055003
Guest Name : MR. James Serial No. : 1
Checked-In on: 01-04-2016 AT 12:35 Checked-Out on: 01-04-2016 AT 18:20

SrN	STN	AuC	TRK	Called No.	DATE	TIME	DUR	UNIT	AMOUNT	R
-----	-----	-----	-----	------------	------	------	-----	------	--------	---

- Click **Print**, to print the report on the local printer connected to the computer.



To print reports on the local printer only, select **None** as the as the **Destination Port for Hotel Reports** and clear the **Print Check-Out Report at Check-Out** check box.

Using SA Command from EON

Using DSS Key:

- Press the 'Reprint Check-Out Report' Key. (if assigned by SE)
- You get a text message 'Enter Room number/Phone number/Guest number.
- Enter the Room Number or the Phone Number or the Guest Number for whom the report is to be reprinted³⁵.
- Press 'Enter' key.

Using Command:

- Pick up the handset. (it is assumed that the Operator is in the SA mode)
- Dial **1072-911**.
- You get a text message 'Enter Room number/Phone number/Guest number.
- Enter the Room Number or the Phone Number or the Guest Number for whom the report is to be reprinted.
- Press the 'Enter' Key.
- You get a confirmatory text message and a confirmation tone.

Using SA Command from SLT

- Pick up the handset.
- Dial **1072-911**, you get feature tone.
- Dial Room Number/Phone Number/Guest Number for which the report is to be reprinted.
- You get confirmation tone.
- Replace the handset or you get dial tone after 3 seconds.
- The Check-Out Report will be printed on the Destination Port assigned for Hotel Reports.

Deleting Call Records of Checked-Out Guests

When guests are checked out of their rooms, their phone bills are settled with the Check-out reports.

Before printing the check-out report, the system scans the SMDR buffer and prints the details of the calls made from the extension of the guest who is being checked out.

The records of these calls remain stored in the SMDR buffer, even after the check-out reports have been printed. This is to allow reprinting of the call records of checked-out guests, whenever required later.

The call records of a checked-out guest room phone will remain stored in the SMDR buffer until manually deleted or until the SMDR buffer is filled to capacity³⁶, in which case the previous call records will be replaced by the recent ones.

The Operator can delete outgoing call records of checked-out guests using:

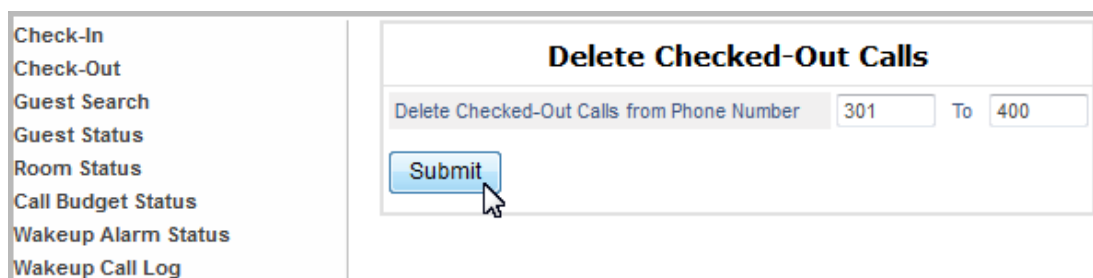
- Front Desk User
- SA Command from EON
- SA Command from SLT

35. Enter Room Number if the guest was checked in as Single or Family. Enter Phone Number if the guest was checked in as Budget. Enter Guest Number, if you know it.

36. The SARVAM UCS has a capacity of storing records of 6000 outgoing calls in its SMDR buffer. One outgoing call occupies one record space in the SMDR buffer. Once the SMDR buffer is full, the next call is stored in place of the oldest call in the SMDR buffer, using what is called the 'First In First Out' logic. The SMDR buffer data is maintained even during power failures. Nevertheless, you are advised to either print call records regularly or to transfer and store SMDR data on a computer, to avoid inadvertent loss of the SMDR records.

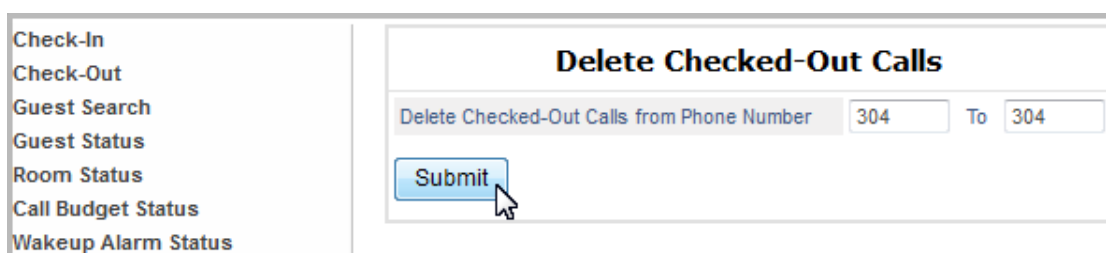
Using Front Desk User

- Log into the Front Desk User.
- Open the **Delete Checked-Out Calls** form.



The screenshot shows a web interface with a sidebar on the left containing menu items: Check-In, Check-Out, Guest Search, Guest Status, Room Status, Call Budget Status, Wakeup Alarm Status, and Wakeup Call Log. The main content area is titled 'Delete Checked-Out Calls'. It contains a label 'Delete Checked-Out Calls from Phone Number' followed by two input fields: the first contains '301' and the second, preceded by 'To', contains '400'. Below these fields is a blue 'Submit' button with a mouse cursor hovering over it.

- Enter the range of Phone numbers whose outgoing call records are to be deleted.
- If you want to delete records of a single phone number, enter the same number in both **To** and **From** fields.



This screenshot is similar to the previous one, showing the 'Delete Checked-Out Calls' form. In this instance, both the input field for the phone number and the 'To' field contain the value '304'. The 'Submit' button is still present with a mouse cursor over it.

- Click **Submit** to delete records.

Using SA Command from EON

Using DSS Key:

- Press the 'Delete Checked-Out Calls' key. (if assigned by SE)
- You get the text message to enter the phone number.
- Enter 6-digit Phone Number. If number is fewer than 6 digits, use leading zero. E.g.: enter phone number 301 as 000301.
If you are deleting the checked-out call records from range of phones, enter the first phone number in the range.
- Enter 6-digit Phone Number. Use leading zero if number is fewer than 6 digits.
If you are deleting the checked-out call records from range of phones, enter the last phone number in the range.
If you are deleting the checked-out call records from particular phone, enter the same phone number of again.

Using Command:

- Pickup the Handset.
- Dial **1072-914**.

To delete call records of a range of phones

- Dial Phone Number range.
E.g.: to delete calls records of phone numbers 301 to 315, dial: **1072-914-000301000315**

To delete call records of a particular checked-out guest

- Dial the same phone number twice.
E.g.: to delete calls records of phone number 315 only, dial: **1072-914-000315000315**
- Replace handset.

Using SA Command from SLT

If the Operator uses an SLT, follow the same steps as described above 'Using Command'.



The above commands will not delete the call details of the guest room phone(s) that is currently checked-in.

Clean Status

The Hotel Administration needs to monitor the condition of rooms in terms of cleanliness and functioning, to be able to organize housekeeping and repair/maintenance work and rent out rooms efficiently.

SARVAM UCS offers the feature 'Clean Status' to meet this requirement. This housekeeping feature helps the Hotel Administration to keep track of the state of the rooms in terms of cleanliness, that is, which of the rooms are dirty, clean, clean but not inspected, and in terms of functioning, that is, rooms that are out-of-service³⁷.

The room clean status options offered by the system are:

- Maid is in Room
- Dirty
- Clean
- To be Inspected
- Out of Service
- Occupied/Clean
- Occupied/Dirty
- Vacant/Clean
- Vacant/Dirty

Room clean status can be changed by the Operator remotely from the Front Desk and by the Maid from the guest room phone.

This is how the feature works:

- After every guest Check-Out, the system automatically changes the clean status of the room to 'Dirty'.
- The Operator sends the “Maid” to tidy the room.
- The maid enters the room.
- She calls the Operator to inform about her presence in the room. The Operator changes the clean status of the Room to 'Maid in Room'.

Or

- She dials the 'Maid in Room' code from the guest room phone. The system will change the clean status of the room from Dirty to Maid in Room.
- The maid cleans the room.
- She calls the Operator to inform that the room is clean. The Operator changes the clean status of the room to 'Clean'.

Or

- She dials the 'Clean' code from the guest room phone. The system changes the clean status from Maid in room to 'Clean'.
- The maid leaves the room.

The following scenarios are also possible:

1. *The Hotel has the practice of having rooms inspected before certifying them as clean.*
 - The maid is in the room and has cleaned the room.

37. Rooms in which appliances and fixtures such as air-conditioner, TV, lights, fan, faucets, window screen/curtain, room phone, door lock, and so forth are not functioning.

- She calls the Operator to inform the room is to be inspected. The Operator changes the clean status of the room to 'To be inspected'.

Or

- She dials the code for 'To be Inspected' from the guest room phone. The system changes the clean status to 'To be Inspected'.
- She leaves the room.
- The Operator sends the supervisory staff for inspection.
- The supervisory staff inspects the room.
- Supervisory staff calls the Operator to change the status to 'Clean'.

Or

- Supervisory staff dials the 'Clean' code from the guest room phone.

2. *The maid cannot clean the room.*

This is likely to happen if the guest is present in the room and does not want the room to be cleaned, or wants it to be cleaned later, or allows the room to be cleaned only partially, or for any other reason.

- The maid is in the room.
- She calls the Operator to inform that the room could not be cleaned and she must leave. The Operator must change the clean status of the room to 'Dirty'.

Or

- She dials the code for 'Dirty' from the guest room phone. The system changes the clean status from Maid Present to 'Dirty'.
- She leaves the room.

3. *The maid has found that an appliance or fixture in the room is not working or needs repair.*

- The maid is in the room.
- She dials the code for 'Out of Service'. The system changes the clean status to 'Out of Service'. The system will not allow this room to be checked in until the status is changed to 'Clean' after the maintenance staff has carried out the repair.

Or

- She calls the Operator to inform about the non-functioning appliances or fixtures. The Operator can decide whether to change the status to 'Out of Service' or to 'Dirty'.



- *The Operator can set status of a checked-in room to 'Dirty', when the guest requests room clean.*
- *The Operator can set the system to automatically turn all the occupied rooms, to 'Dirty' at a particular time daily, using the function Scheduled Change of Room Clean Status.*
- *The Operator can change the room clean status from the Front Desk, only when s/he is informed by the maid. So, the Operator is dependent on the maid and the supervisory staff for changing clean status indicators from the Front Desk. The Hotel Administration must ensure that its staff is trained to use this feature.*

- No specific configuration is required for this feature to work, if being used by the Operator from the Front Desk.

Changing Clean Status

Room clean status can be changed by

- The Operator, from the Front Desk
- The Maid from the Guest Room

Refer the topic [“Maid”](#) to know how clean status can be changed from the guest room.

Room clean status can be changed by the Operator using

- Front Desk User
- SA Command from EON
- SA Command from SLT

Using Front Desk User

- Log into Front Desk User.
- Open **Guest Search** form.
- Search Guest by Guest Number/Room Number/Phone Number.

- Click **Submit**.
- The **Guest Services** form for the particular guest will open.

- Under **Room Profile**, select the appropriate **Clean Status** option from the combo box.

Guest Privilege

Phone Number : 3001 Phone Name : GoodFellow

Message Wait: Message Wait is not Set.

Do Not Disturb: OFF Do Not Disturb

Allot Call Budget (₹): Guest Presence: Yes

Call Budget Allotted/Used (₹): 9999/0.00 Occupancy Status: Occupied

Call Privilege: All Calls Clean Status: Dirty

Mailbox: Yes Voice Mail Notification:

Mailbox Language: English Guest Group:

Call Forward: ☐ Forward all Calls to Voice Mail Unconditionally ☐ Forward all Calls, Unconditionally to Phone ☐ Forward all Calls, Unconditionally to External Number Call Forward is not Set.

- Click **Submit** to save change.

Using SA Command from EON

Using DSS Key:

- Press the 'Remote-Change Room Clean Status' Key.
- Enter the Room/Phone Number³⁸.
- Scroll to select the desired option from:
 - 'Maid Present'.
 - 'Dirty'
 - 'Clean'
 - 'To be Inspected'
 - 'Out of Service'
- Press 'Enter' key.

Using Command:

- Pickup the handset. (It is assumed that the Operator is in SA mode)
- Dial **1072-909**.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room or the Phone number as the case may be.
- You get menu having the following options:
 - 'Maid Present'.
 - 'Dirty'
 - 'Clean'
 - 'To be Inspected'
 - 'Out of Service'
- Scroll to select the desired option.
- Press 'Enter' key to assign desired clean status.

38. Dial Room or Phone number if the Check-In Profile is Family or Single. Dial Phone Number, if Check-In Profile is Budget.

- You get a confirmatory text message showing status set for the Room/Phone number along with confirmation tone.

Using SA Command from SLT

- To set Clean Status:
 - Pick up the handset.
 - Dial **1072-909**, you get feature tone.
 - Dial Room Number/Phone Number³⁹, you get feature tone.
 - Dial Room Clean Status code:
 - Dial **1** for 'Maid Present'.
 - Dial **2** for 'Dirty'
 - Dial **3** for 'Clean'
 - Dial **4** for 'To be Inspected'
 - Dial **5** for 'Out of Service'
 - You get confirmation tone.
- Replace the Handset on the cradle or you get dial tone after 3 seconds.

The Operator can use the feature Scheduled Change of Room Clean Status, to change automatically the status of all occupied rooms in the hotel to 'Dirty' at a particular time every day.

This can be done by issuing the following SA commands from EON or SLT:

To enable Scheduled Change of Room Clean Status:

- Dial **1072-043-1**

To set time for Scheduled Change of Room Clean Status:

- Dial **1072-044-HHMM** (time in hours and minutes)

To disable Scheduled Change of Room Clean Status:

- Dial **1072-043-0**

Viewing Room Clean Status

The Operator can view clean status of rooms from the Front Desk User only. The Operator can view Room Clean Status of *individual* guests on the **Guest Services** form using **Guest Search**. The operator can view clean status of *all* guest rooms in the hotel from **Room Status** form of the Front Desk User.

To view Clean Status using Room Status:

- Log into the Front Desk User.
- Open the **Room Status** form.

39. Dial Room number if the Check-In Profile is Family or Single. Dial Phone Number, if Check-In Profile is Budget.

- Select the following search criteria:
 - Room Type = All
 - Occupancy status = Any
 - Clean status = Select 'Any' or the desired clean status option (clean, dirty, out of service, maid present).
- Click the 'List Down' button.

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log	Room Status						
	Room Number	Check-In Profile	Phone Number	Occupancy Status	Guest Presence	Clean Status	Call Privilege
	301	Single	3001	Vacant		Clean	All Calls
	302	Single	3002	Vacant		Clean	All Calls
	303	Single	3003	Occupied	Guest-In	Clean	All Calls
	304	Single	3004	Vacant		Dirty	No Calls
	305	Family	3005	Occupied	Guest-In	Clean	All Calls
	306	Single	3006	Vacant		Clean	All Calls
	307	Single	3007	Vacant		Clean	All Calls
	308	Single	3008	Vacant		Clean	All Calls
	309	Single	3009	Vacant		Clean	All Calls
	400	Single	3010	Vacant		Clean	All Calls



- *If check-in profile = Single or Family, Clean Status set by Maid and the Operator will be applicable to the room as well as to all phones in the room.*
- *If check-in profile = Budget, Clean Status set by Maid and the Operator will be applicable to the guest phone only.*

Customer Profile

The two main applications of the SARVAM UCS are:

- Enterprise application to meet the communication requirements of businesses.
- Hospitality application to meet the specific requirements of Hotels and Hospitals.

In addition to a host of common UC features, there is a distinct set of in-built features for each of the above applications. When SARVAM UCS is to be installed in any of the two application scenarios, the 'Customer Profile' - whether the user is an Enterprise or a Hotel-must be defined at the time of installation.

When the Customer Profile is defined, all features specific to the application Enterprise/Hotel, along with their default settings will be loaded.

By default the Customer Profile of SARVAM UCS is defined as 'Enterprise'. To set up the system in a Hotel/Hospital, the Customer Profile must be changed to 'Hotel' by the Installer.

When the Customer Profile is changed to 'Hotel', the system will be turned to the 'Hotel' mode and the default values of the following parameters will be loaded⁴⁰:

1. **Time Tables:** In all the 8 Time Tables, the Working Hours for all days of the week are set as to 00:00 to 23:59. The Break Hours are set to 00 hours and 00 minutes. Thus 'Working Hours' remain the Time Zone for all days of the week.
2. **Station Type:** All stations are designated as 'Administration' stations. Guest stations are to be identified by the Installer in the Quick Installation Wizard-Hotel⁴¹.
3. **Station Basic Feature Template:** Guest stations are assigned Template Number 45⁴², while Administration stations are assigned Template Number 50.
4. **Station Advanced Feature Template:** Template Number 50 will be assigned to all Guest as well as Administration stations.
5. **Station Name Pattern:** From the following options for Station Name pattern, Option 6 (Title - Space - Name) will be selected.

Option	Meaning
1	Title - Space-First Name - Space- Name
2	First Name only
3	Name only
4	First Name - Space - Name
5	Title - Space - Name
6	Title - Space - Name

40. However, default values for other configurable parameters will remain unchanged.

41. Guest Stations can be identified by the Installer from the 'Re-defining the Phone Number (Flexible Number)' page of the Hotel Installation Wizard.

42. Only after Guest Stations are defined by the Installer.

Title = Mr., Ms. Dr., Prof., Cmdr., Rev., etc.
Name = Last name/family name/surname
First Name = Given name



The combination of Title and First Name will only be applicable for Micros Opera PMS Interface.

6. **Access Codes:** the following default Access Codes are prefixed with *, for all region codes:
 - Floor Service = ***38**
 - Voice Guided Alarm = ***163**
 - Voice Guided Reminder = ***164**
 - Voice Mail Group = ***3931**
 - Set Message Wait = ***1076**
 - Retrieve Message Wait = ***1077**
7. **Trunk Feature Template:** Template Number 01 is assigned to all the CO, Mobile, T1E1PRI, BRI, SIP, and E&M trunks.
8. **Routing Group:** in all the three time zones, Routing Group **#1** is assigned as Trunk Landing Group in Trunk Feature Template 01.
9. **DKP Key Template:** DKP Key Template Number 3 is assigned to the Hotel Attendant and Template Number 4 to the Guest's Template⁴³.

Configuring Customer Profile

Customer Profile can be changed using:

- Quick Installation Wizard-Hotel.
- SE Web pages.
- SE Command.

To change Customer Profile using Hotel Installation Wizard, refer the section [“Setting Up SARVAM UCS for Hospitality Application”](#).



- *If the Installer uses SE web pages to change the Customer Profile, s/he should identify Guest and Administration Stations, before changing the Customer Profile.*
- *Guest and Administration stations are to be identified by configuring the 'Station Type' for SLT, DKP, ISDN Terminals and SIP Extensions.*

To configure Station Type using SE web pages:

- Log into as System Engineer.
- For SLT Stations,
 - Under **Configuration**, click **SLT Configuration**.
 - Click **SLT Parameters**.

43. *To recollect, until Guest Stations have been identified by the Installer, all stations of the SARVAM UCS will be considered Administration stations. Hence, DKP Key Template 3 will be assigned to all stations. After Guest station identification is available with SARVAM UCS, the system will assign DKP Key Template 3 to Administration stations and DKP Key Template 4 to all Guest Stations.*

- Go to the Parameter, **Station Type**, and select the desired station type from the combo box.

Port No.	H/w Slot - Port	Access Code	Name	Station Basic Features Template	Station Advance Features Template	SLT Hardware Template	Call Pickup Group	COSEC Door Group	Station Type
1	01 - 07	401		45	50	02	01	00	Administration
2	01 - 08	402		45	50	02	01	00	Administration
3	01 - 09	403		45	50	02	01	00	Administration
4	01 - 10	404		45	50	02	01	00	Administration
5	01 - 11	405		45	50	02	01	00	Administration
6	01 - 12	3012		45	50	02	01	00	Guest
7	01 - 13	3011		45	50	02	01	00	Guest
8	01 - 14	3022		45	50	02	01	00	Guest
9	01 - 15	3021		45	50	02	01	00	Guest
10	01 - 16	3032		45	50	02	01	00	Guest
11	01 - 17	3042		45	50	02	01	00	Guest
12	01 - 18	3052	MR. Goodfellow	45	50	02	01	00	Guest
13	05 - 07	311		45	50	02	01	00	Administration
14	05 - 08	211		45	50	02	01	00	Guest
15	05 - 09	204		45	50	02	01	00	Guest
16	05 - 10	203		45	50	02	01	00	Guest

- Repeat this step to identify Station Type for all other SLT stations.
 - Click **Submit** at the bottom of the page to save changes.
- For DKP Stations,
 - Under **Configuration**, click **DKP Configuration**.
 - Open **DKP Parameters** page.
 - Go to the Parameter, **Station Type**, and select the desired station type from the combo box.
 - Click **Submit** to save changes.
 - For ISDN Terminals,
 - Under **Configuration**, click **ISDN Configuration**.
 - Open **ISDN Terminal Parameters** page.
 - Select the desired **Station Type** for the ISDN Terminals.
 - Click **Submit** to save changes.
 - For SIP Extensions,
 - Under **Configuration**, click **VoIP Configuration**.
 - Open **SIP Extension Settings** page.
 - Select the desired **Station Type** for the SIP Extension.
 - Click **Submit** to save changes

To configure Station Type using SE commands:

- Enter SE mode.
- To assign Station Type to an SLT Port:

Dial **3921-1-SLT-Station Type** (to change Station Type of the SLT Port)

Dial **3921-2-SLT-SLT-Station Type** (to change Station Type of a range of SLTs)

Dial **3921-*-Station Type** (to change Station Type of all SLTs)

- To assign Station Type to DKP Port:

Dial **3922-1-DKP-Station Type** (to change Station Type of DKP)

Dial **3922-2-DKP-DKP-Station Type** (to change Station Type of a range of DKPs)

Dial **3922-*-Station Type** (to change Station Type of all DKPs)

- To assign Station Type to ISDN Terminal:

Dial **3923-1-ISDN Terminal-Station Type** (to change Station Type of ISDN Terminal)

Dial **3923-2-ISDN Terminal-ISDN Terminal-Station Type** (to change Station Type of a range of ISDN Terminals)

Dial **3923-*-Station Type** (to change Station Type of all ISDN Terminals)

- To assign Station Type to SIP Extension

Dial **3924-1-SIP Extension-Station Type** (to change Station Type of SIP Extension)

Dial **3924-2-SIP Extension-SIP Extension-Station Type** (to change Station Type of SIP Extension)

Dial **3924-*-Station Type** (to change Station Type of SIP Extension)

Where,

SLT is the Software port number of the SLT, from 001 to 512.

DKP is the Software port number of the DKP, from 001 to 128.

ISDN Terminal is the Software port number of the ISDN Terminal, from 001 to 64.

SIP Extension is the Software port number of the SIP Extension, from 001 to 999.

Station Type for 'Administration' Station is 1.

Station Type for 'Guest' Station is 2.



Refer the topic 'Software Port and Hardware ID' in the SARVAM UCS System Manual.

- Exit SE mode.

Now, to change Customer Profile using SE web pages:

- Log in as System Engineer.
- Under **Configuration**, click **System Parameters** to open the page.

System Parameters	
Customer Name	The GoodLife Inn
Customer Profile	Hotel
Onsite configuration	Enterprise
Station Name Pattern	Hotel
Default Call Hold Type	Title-Space-Name
Store Internal Calls in Missed Call Log	Exclusive Hold
	<input checked="" type="checkbox"/>

- Go to the option **Customer Profile**.
- Select the option **Hotel** in the combo box of the option **Customer Profile**.
- Click **Submit** at the bottom of the page to save changes.

To change Customer Profile using SE command:

- Enter SE mode.
- Dial the command **5315-2**.
- Exit SE mode.

Do Not Disturb

At times, guests do not want to be disturbed. Often the main sources of disturbance for the guest in a room are Hotel staff and Telephone Ring. The Hotel administration provides 'Do Not Disturb' tags which the guests can put on the door. The Hotel administration seeks a way of restricting the calls to the guests.

The SARVAM UCS offers a feature viz. Do Not Disturb (DND) to accomplish this requirement. The guests can set DND on their room phone by dialing a code/pressing a key or can ask the Operator to set DND on their room phone.

Using DND guests can restrict—all calls, internal calls (calls from other room phones and administration phones) or external calls. However even if DND is set, guests can also route their incoming calls to an Intercept Destination. This destination can be the guests own mailbox or another extension. In this way, guests can ensure that they do not miss any important calls.

If required, when DND is set, a Stuttered Dial Tone can be played to the phone users for notification.

However, the following calls would continue:

- Wake-up calls
- Reminders
- Auto Call Back calls
- Emergency Reporting calls

Also the guest can:

- use all the features of the system
- make Outgoing calls and
- make Internal calls to other room phones and administration phones.

Guests can cancel DND by dialing a code/pressing a key or can ask the Operator to cancel DND on their room phone.

DND has two supplementary features— DND-Override and Privacy from DND-Override.

The 'Do Not Disturb' feature bars calls to the phone on which DND is set. The 'DND-Override' feature breaks this bar and allows the calls to land on the phone on which DND is set. Protection is also given to the phone on which DND-Override is attempted. If the phone on which DND-Override is attempted has 'Privacy from DND-Override' enabled, the calling phone shall not be able to Override the DND.

When a caller calls a phone on which DND is set, he/she gets Routing tone (Feature tone). The caller can dial DND-Override code. On dialing DND-Override code the call is placed on the called phone and the called phone starts ringing.

The DND-override feature works only if the calling phone has 'DND-Override' feature enabled in its CoS group.

DND-Override will not work if the called phone has 'Privacy from DND-Override' enabled in its Class of Service or if the called extension has opted for intercept routing.

So, using DND-Override feature, the users can be reached in case of some Emergency despite the DND set on the phone.



- *DND set on a guest room phone is cancelled automatically on Guest Check-Out.*

- *The system supports only single-point DND with Intercept Destination, which means, if the destination phone has also set DND with Intercept Destination, the call will not follow the forwarding path.*

For this feature to work,

- select the [“DND Call Type”](#).
- select the [“Intercept Destination for DND”](#).
- select the [“DND Text Message”](#) as per your requirement.
- assign a voice module for DND Notification. See [“Voice Message for DND Notification”](#).

DND Call Type

The guest/Operator can select the type of calls to be restricted while enabling DND. They can select either All, Internal or External Calls.

Intercept Destination for DND

If the guests want that the calls are attended to even if DND is set, System Engineer must configure the Intercept Destination for the guest. Incoming calls landing on the room phone that has set DND will be routed to the Intercept Destination. This destination can be the guests own mailbox or another extension (SLT, DKP, SIP).

DND Text Message

A DND message is a short text message that appears on the callers, (Only the EON user) phone display, when the room phone he/she is trying to reach has set DND. The DND message to be displayed is selected by the phone user while setting DND. The SARVAM UCS supports 9 different DND Text Messages, out of which 8 messages can be changed as per hotel requirement by the System Engineer. Guests can select and set on their phones any of the DND messages configured by the System Engineer.

DND with DND text message can be set by any phone both EON and SLT. However, the DND message can only be viewed on the EON phones. The DND message cannot be viewed by the SLT users.

Voice Message for DND Notification

Using this feature, a pre-recorded Voice Message can be played to the caller informing him/her about the DND set on the called extension. For example, "The dialed extension has activated Do Not Disturb".

When DND is set on an extension, callers who try to reach that extension will be played an error tone. Callers who are using EON/Extended IP Phones are displayed the DND Text Message set by the called extension, and thus come to know the cause of the error tone. Such a facility is not available to callers who are using SLTs, who can hear only the error tone and have no way of knowing the cause of the error tone.

Using Voice Message for DND Notification, a pre-recorded Voice Message can be played to the callers to notify them of the DND set on the called extension.

The SE must record and assign a Voice Module to play the pre-recorded voice message as DND Notification to the callers.



- *When DND and Call Forward-Unconditional are set on a guest phone, Call Forward is given priority.*
- *If any other type of Call Forward and DND are set on a guest phone, DND is given priority. However, if DND with Intercept Destination is set, it will not work.*

Configuring 'DND'

DND and DND-Override

By default, when Customer Profile of the system is selected as Hotel, the Station Basic Feature Template # 45 is assigned to all the guests' room phones and Station Basic Feature Template # 50 is assigned to all the administration phones.

The Station Basic Feature Template # 45 and 50 both have DND enabled in the CoS groups applicable to them. Hence, guests can set/cancel DND on their own. The Operator can also set/cancel DND on his phone. However, this is seldom required.

Also, the Station Basic Feature Template # 45 and 50 both have DND-Override disabled in the CoS groups applicable to them. Hence, one guest cannot override DND set on an other guest's room phone. Also, by default the Operator cannot override DND set on the guest phones. If required, the SE can enable DND-Override on the Operator phone. Privacy from DND-Override is disabled on guest phones as well as Operator phone.

In case 'Do Not Disturb' is to be denied to a room phone, follow these steps:

1. Define a CoS group with DND disabled.
2. Prepare a Station Basic Template with this CoS group applicable in all the time zones.
3. Assign this newly prepared Station Basic Feature Template to the room phone on which 'DND' is to be disabled.

In case 'DND-Override' is to be allowed to the Operator, follow these steps:

1. Define a CoS group with DND-Override enabled.
2. Prepare a Station Basic Template with this CoS group applicable in all the time zones.
3. Assign this newly prepared Station Basic Feature Template to the Operator phone on which 'DND-Override' is to be enabled.

DND Text Messages

The System Engineer may configure the DND Text Message, as per the hotel requirements.

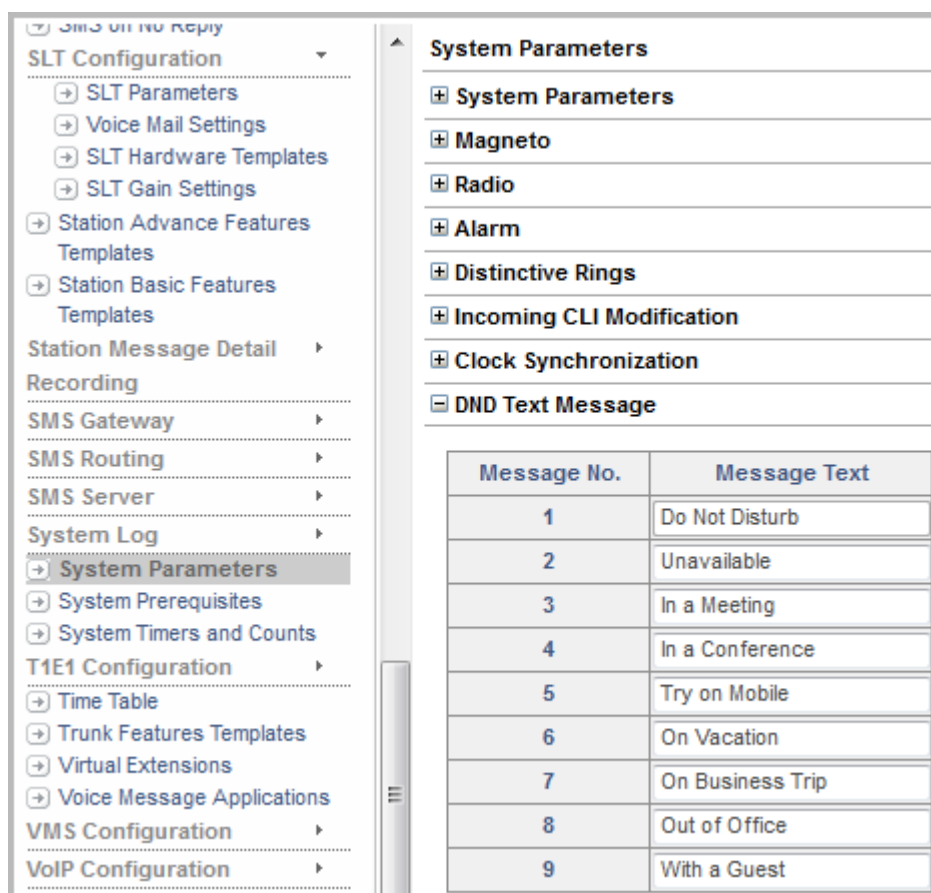
By default, 9 DND Text Messages are configured in the SARVAM UCS as listed below:

Message #	DND Message
1	Do Not Disturb
2	Unavailable
3	In a Meeting
4	In a Conference
5	Try on Mobile
6	On Vacation
7	On Business Trip
8	Out of Office
9	With a Guest

Guests can use these default message options or the SA can also configure messages from 2 to 9 as per the guest preferences. The SE can configure DND Messages using SE Web pages.

Using SE Web Pages

- Login as System Engineer.
- Under **Configuration**, click **System Parameters** page.
- Click **DND Text Messages** to expand.



Message No.	Message Text
1	Do Not Disturb
2	Unavailable
3	In a Meeting
4	In a Conference
5	Try on Mobile
6	On Vacation
7	On Business Trip
8	Out of Office
9	With a Guest

- All the default text messages appear in the DND message field. The SE may change the DND text messages 2 to 9 as per the guest preferences.
- Click 'Submit' to submit the changes.

Stuttered Dial Tone

As per the hotel requirement, the System Engineer can configure the system to play Stuttered Dial Tone on the user phones when DND is set.

Refer the topic *System Parameters* in the SARVAM UCS System Manual for configuration instructions.

Intercept Destination for DND

By default, when Customer Profile of the system is selected as Hotel, the Station Advanced Feature Template 50 is assigned to all the phones and in this template the Intercept Destination is configured as None.

The System Engineer can either configure the Intercept Destination in this template or select another template and customize it as per hotel requirement. Refer Station Advanced Feature Template in Configuring Extensions in the SARVAM UCS System Manual for configuration instructions

Voice Message for DND Notification

To be able to play a voice message to callers for DND notification, the System Engineer must first record a Voice Module with the desired message.

Record a Voice Module with the message, "The dialed extension has set Do Not Disturb" (recommended).

Assign the Voice Module to the Voice Message Application number defined for 'DND Notification'.

Refer the topic *Voice Message Applications* in the SARVAM UCS System Manual for configuration instructions.

Setting Do Not Disturb

DND can be set/canceled:

- By the guest himself from the room phone using commands. EON users can use DSS Key as well.
- By the Operator for the guest using Front Desk User, and SA Command.

DND Set/Canceled by Operator

Using Front Desk User

- Log into Front Desk User.
- Open **Guest Search** form.

Guest Search	
<input type="radio"/> Guest Number	<input type="text"/>
<input type="radio"/> Guest Name	<input type="text"/>
<input checked="" type="radio"/> Room Number	305
<input type="radio"/> Phone Number	<input type="text"/>
<input type="button" value="Submit"/>	

- Check-In
- Check-Out
- Guest Search
- Guest Status
- Room Status
- Call Budget Status
- Wakeup Alarm Status
- Wakeup Call Log
- Reminder Status
- Reprint Check-Out Report
- Guest Shift
- Delete Checked-Out Calls
- Call Forward - All Rooms
- Call Block
- Hotel-Motel Activity Log

- Enter Guest/Room/Phone Number to reach the Guest Services page of particular Guest.

The screenshot shows the 'Guest Privilege' form for a guest with Phone Number 3005 and Phone Name MR. Goodfellow. The 'Do Not Disturb' dropdown menu is open, showing options: OFF, For All calls (highlighted), For Internal Calls, and For External Calls. Other fields include Message Wait, Set DND with text message, Guest Presence, Occupancy Status, Clean Status, Voice Mail Notification, and Guest Group.

- To Set DND,
 - Under **Guest Privilege**, to set **Do Not Disturb** select the type of calls for DND.
 - Click **Submit**.
 - DND is set with the default DND text message 'Do Not Disturb'.

The screenshot shows the 'Guest Privilege' form for a guest with Phone Number 3005 and Phone Name MR. Goodfellow. The 'Set DND with text message' dropdown menu is open, showing options: Do Not Disturb, Do Not Disturb, Unavailable (highlighted), In a Meeting, In a Conference, Try on Mobile, On Vacation, On Business Trip, Out of Office, and With a Guest. Other fields include Message Wait, Clear Message Wait, Guest Presence, Occupancy Status, Clean Status, Voice Mail Notification, and Guest Group.

- To change the message, select the desired message in **Set DND with text message**.
- Click Submit.
- To cancel DND,
 - Under **Guest Privilege**, select **OFF** in **Do Not Disturb**.
 - DND is cancelled.

Using SA Command from EON

Using DSS Key:

- To set DND for the guest,
 - Press the assigned to Remote-DND function key.
 - Enter the Room Number/Phone Number⁴⁴.
 - Scroll to select the type of call:
 - All calls

44. Dial Room Number if the Check-In Profile is Family or Single. dial Phone Number if Check-In Profile is Budget.

- Internal calls
- External calls

- Press 'Enter' key.
- You get a text message '**DND Set on <Room/Phone Number>**' and confirmation tone.
- Go Idle or you get dial tone after confirmation tone.

- To cancel DND,
 - Press the key assigned Remote-DND function.
 - Enter the Room Number/Phone Number.
 - Scroll to select the message 'Cancel DND'.
 - Press 'Enter' key.
 - You get a text message 'DND Canceled on <Room/Phone number>' and confirmation tone.
 - Go Idle or you get dial tone after confirmation tone.

- To select a DND Message,
 - Press the DSS Key assigned to DND-Remote.
 - Enter the Room Number/Phone Number.
 - Scroll to select the option Set DND Message
 - The list of DND messages appear on the phone's display:
 - Do Not Disturb
 - Unavailable
 - In a Meeting
 - In a Conference
 - Try on Mobile
 - On Vacation
 - On Business Trip
 - Out of Office
 - With a Guest
 - Scroll to the desired option and press 'Enter' key.
 - You get a text message 'DND Set' on the phone's display and confirmation tone.
 - Go Idle or you get dial tone after the confirmation tone.

Using Command:

- To set DND for the guest,
 - Pick up the handset.
 - Dial **1072-001**.
 - Enter the Room Number/Phone Number⁴⁵.
 - Scroll to select the type of call:
 - All calls
 - Internal calls
 - External calls
 - Press 'Enter' key.
 - You get a text message '**DND Set on <Room/Phone Number>**' and confirmation tone.
 - Go Idle or you get dial tone after confirmation tone.

- To select a DND Message,
 - Pick up the handset.
 - Dial **1072-001**.

45. Dial Room Number if the Check-In Profile is Family or Single. dial Phone Number if Check-In Profile is Budget.

- Enter the Room Number/Phone Number.
- Scroll to select the option Set DND Message
- The list of DND messages appear on the phone's display:
 - Do Not Disturb
 - Unavailable
 - In a Meeting
 - In a Conference
 - Try on Mobile
 - On Vacation
 - On Business Trip
 - Out of Office
 - With a Guest
- Scroll to the desired option and press 'Enter' key.
- You get a text message 'DND Set' on the phone's display and confirmation tone.
- Go Idle or you get dial tone after the confirmation tone.
- To cancel DND,
 - Pick up the handset.
 - Dial **1072-001**.
 - Enter the Room Number/Phone Number.
 - Scroll to select 'Cancel DND'.
 - Press 'Enter' key.
 - You get a text message 'DND Canceled on <Room/Phone Number>' and confirmation tone.
 - Replace Handset or you get dial tone after confirmation tone.

Using SA Command from SLT

- To set DND,
 - Pick up the handset.
 - Dial **1072-001**, you get feature tone.
 - Dial Room Number/Phone Number, you get feature tone.
 - Dial 1 for All Calls
 - Dial 2 for Internal Calls
 - Dial 3 for External Calls
 - You get confirmation tone.
 - Replace handset.
- To select DND Message,
 - Lift the handset.
 - Dial **1072-001**, you get feature tone.
 - Dial Room Number/Phone Number, you get feature tone.
 - Dial 4-1 for 'Do Not Disturb'
 - Dial 4-2 for 'Unavailable'
 - Dial 4-3 for 'In a Meeting'
 - Dial 4-4 for 'In a Conference'
 - Dial 4-5 for 'Try on Mobile'
 - Dial 4-6 for 'On Vacation'
 - Dial 4-7 for 'On Business Trip'
 - Dial 4-8 for 'Out of Office'
 - Dial 4-9 for 'With a Guest'
 - Replace handset.

- To cancel DND,
 - Pick up the handset.
 - Dial **1072-001**, you get feature tone.
 - Dial Room Number/Phone Number, you get feature tone.
 - Dial '0' to cancel DND.
 - You get confirmation tone.
 - Replace handset.

DND Set/Canceled by Guests

Guests Using SLT

To set DND,

- Lift handset.
- Dial 18-1 to set DND for All calls
- Dial 18-2 to set DND for Internal calls
- Dial 18-3 to set DND for External calls
- Replace handset.

To select DND Message,

- Lift handset.
- Dial 18-4-1 for 'Do Not Disturb'
- Dial 18-4-2 for 'Unavailable'
- Dial 18-4-3 for 'In a Meeting'
- Dial 18-4-4 for 'In a Conference'
- Dial 18-4-5 for 'Try on Mobile'
- Dial 18-4-6 for 'On Vacation'
- Dial 18-4-7 for 'On Business Trip'
- Dial 18-4-8 for 'Out of Office'
- Dial 18-4-9 for 'With a Guest'
- Replace handset.

To cancel DND,

- Lift handset.
- Dial 18-0
- Replace handset.

Guests Using EON

To set DND,

- Press the 'DND' Key.
OR
- Dial 18
- Scroll to select the type of call:
 - All calls
 - Internal calls
 - External calls
- Press 'Enter' key.
- You get a text message 'DND Set' on the phone's display and confirmation tone.

To select a DND Message,

- Press the 'DND' Key.
OR
- Dial 18

- Scroll to select the Set DND Message option.
- The list of DND messages appear on the phone's display:
 - Do Not Disturb
 - Unavailable
 - In a Meeting
 - In a Conference
 - Try on Mobile
 - On Vacation
 - On Business Trip
 - Out of Office
 - With a Guest
- Scroll to the desired option and press 'Enter' key.
- You get a text message 'DND Set' on the phone's display and confirmation tone.
- Go Idle or you get dial tone after the confirmation tone.

To cancel DND,

- Press the DND Key again.
- The following options appear on the phone's display:
 - All calls
 - Internal calls
 - External calls
 - Cancel DND
- Select Cancel DND and press 'Enter' key.
- OR
- Dial 18-0
- You get a text message 'DND Cancelled' on the phone's display and confirmation tone.



- *If the check-in profile is Single, DND set for any phone in the room (by the guest or the operator) will be applicable to all the phones in the room.*
- *If the check-in profile is Family, DND set for a phone in the room (by the guest or the operator) will be applicable to that particular phone only. However, if the DND is set on the first phone⁴⁶, DND will be set for all the rooms. Likewise, DND set by the Operator on the room will be applicable on all the phones in the room.*
- *If the check-in profile is Business, DND set for any phone in the room (by the guest or the operator) will be applicable to that phone only. It is not possible to set DND on room in this case.*

Using DND-Override

- Dial an Phone Number.
- You get routing beeps and a DND Notification message, if configured (and a DND Text message, if using EON/Extended IP Phone)
- Dial '4', the DND-Override Code, during the message or the routing tone.
- If your priority is higher or equal to that of the called phone, the call will be placed.
- The called extension will start ringing.
- You will get Ring Back tone.
- If the dialed phone is busy, you will get busy tone.

46. 'First Phone' is the phone configured as phone #1 in the room. The System Engineer is advised to place phone #1 close to the bed.

DSS Call Pick-Up

DSS Call Pick-Up is mainly used by the Operator to answer calls ringing on the guest room phones or incoming calls on trunks by just pressing the DSS Key assigned to the room phone/trunks. This feature can be accessed only from DKP or Extended IP Phones.

To be able to use this feature a DSS Key with LED must be assigned to the desired guest room phones/trunks on the DKP/Extended IP Phone of the Operator. The LED indicates different call states, such as Idle, Busy, Ringing and Hold. To know more about assigning DSS Keys, see *DSS Keys Programming* in the SARVAM UCS System Manual.

SARVAM UCS offers two types of DSS Call Pick-Up:

- **DSS Call Pick-Up-Station** - internal or external calls ringing on any room phone, can be picked-up by pressing the DSS Key assigned to that room phone on the DKP/Extended IP Phone of the Operator. The LED on the DSS key indicates that the extension is ringing.
- **DSS Call Pick-Up-Trunk** - incoming calls on any trunk can be picked-up by pressing the key assigned to that trunk on the DKP/Extended IP Phone of the Operator. The LED on the DSS Key indicates that the trunk is ringing.

Configuring DSS Call Pick-Up

To use DSS Call Pick-up feature you must:

- enable DSS Call Pick-up-Station and DSS Call Pick-up-Trunk in the Class of Service.
- assign the this COS to a Station Basic Feature Template.
- assigning the customized Station Basic Feature Template to the desired Operator phones.
- assign DSS Keys to the desired room phones and trunks on the Operator phones.

To configure DSS Call Pick-Up using SE web pages:

1. Log in as System Engineer.
2. Under **Configuration**, click **Station Basic Feature Template** to open the page.
3. Select an Stations Basic Feature Template number. (by default Template 50 is assigned to all the phones)
4. Click **Class of Service**.
5. Select a Class of Service Group number (by default Group 1 is assigned in all the Station Basic Feature Templates)
6. Enable **DSS Call Pick-up-Station** and **Call Pick-up-Trunk** in this COS group.
7. Assign this Class of Service Group you now configured to the Station Basic Feature Template.
8. Apply the Template you now configured with the DSS Call Pick-up to the phones.

Refer the section **Class of Service** and **Station Advanced Feature Template** in the SARVAM UCS System Manual for instructions to customize and apply the template to phones.

How to use

Operator using EON or Extended IP Phones

To use DSS Call Pick-Up-Station:

- When DSS key assigned to the room phone blinks fast in blue to indicate that the guest phone is ringing, press the DSS Key assigned to the room phone.

- Speech with the calling party.
- Talk.

To use DSS Call Pick-Up-Trunk:

- When the DSS key assigned to the trunk blinks in violet to indicate that there is an incoming call on the trunk, press the DSS Key assigned to the trunk.
- Speech with the calling party.
- Talk.

Emergency Alarms Log



To dial the Emergency Number 911, you must purchase the E911 license. For details, refer to License Management in the SARVAM UCS System Manual.

The SARVAM UCS supports dialing of Emergency number immediately without any blocking. When any guest dials an Emergency number, the system will hunt for a free trunk from the outgoing trunk bundle group to dial out the emergency number.

When an emergency number is dialed by any guest, the Operator can know from which guest phone the emergency call is being made. Whenever an Emergency call is made by any guest the system detects and reports it to the Operator extension.

The system provides you an option to select the landing destination for reporting calls. You can:

- select the Operator as the landing destination
- define a separate Emergency Reporting Group

To know more, refer to *Emergency Detection and Reporting* in the SARVAM UCS System Manual.

The Emergency Reporting call must be acknowledged by the Emergency Reporting Group/Operator by pressing the enter key. If the Emergency call is not acknowledged, it is logged in the Emergency Alarms Log.

To view the log, the Emergency Reporting Group/Operator must assign a DSS key to Emergency Alarms Log. When an Emergency call is made by any guest, the LED of the DSS Key glows continuous RED.

To view the log from any DKP / Extended IP Phone,

- Press the DSS Key assigned to Emergency Alarms Log.
- A list of the last 20 unacknowledged Emergency calls appears with the following details:
 - Extension number from which the Emergency call was made.
 - Date and Time when the Emergency call was initiated from that Extension.
- Press the enter key to acknowledge the Emergency Call. The message "Emergency Acknowledged" appears on the screen.
- The system plays the Confirmation Tone followed by the Dial Tone.
- The acknowledged Emergency call is removed from the Emergency Alarms Log and is logged into the System Activity Log.



To know more about the System Activity Log, refer to the topic System Activity Log under Feature and Facilities in the SARVAM UCS System Manual.

Floor Service

The Floor Service feature allows you to provide a common access code to all guests in the Hotel, which they can dial to call floor service. Floor service can be any administration department in the hotel: room service, house keeping, or laundry.

Just as all guests can reach the Operator by dialing the common access code '9', they can reach the floor service by dialing a common access code, '38'. This is the default Floor Service access code, for all geographical regions where SARVAM UCS is installed.

This feature can be used in:

- Multi-storied hotels, which have floor service (room service, house keeping) for each floor. The SARVAM UCS can be configured to land calls made by guests using the common access code '38' on the floor service extensions of their respective floors.
- Hotels having a centralized guest service, instead of one on each floor. The SARVAM UCS can be configured to land calls made from all guest phones by dialing '38' on the common floor service extension(s).

For example, Hotel - The GoodLife Inn has 10 guest rooms on each floor, which are numbered from 101 to 110 on the first floor, 201 to 210 on the second floor, and 301 to 310 on the third floor. The floor service extensions are numbered as 112 on the first floor, 212 on the second floor and 312 on the third floor.

With the Floor Service configured for each floor, when the guest in room number 201 dials '38', the call will land on the service extension 212, assigned to room service on the second floor. Similarly, when the guest in room number 308 on the third floor dials '38', the call will land on the service extension 312.

If Hotel - The GoodLife Inn had a single floor service extension 112 for all guest rooms, with Floor service configured, all calls made from guest rooms by dialing '38' would land on extension 112 only.

Configuring Floor Service

Configuring the Floor Service feature involves the following steps:

1. Creating a routing group for each floor. Include administration extensions of a floor in a routing group prepared for that floor.
2. Assigning a routing group (number) in the Floor Service feature in the Station Advanced Feature Template. Station Advanced Feature Template shall be different for each floor.
3. Applying the Station Advanced Feature Template (with the Floor service group configured) to the guest room extensions. This will assign the guest room extensions to the routing group configured in the Template.



If the Hotel has centralized floor service, you only need to create a single Routing Group with service extensions, as required. This routing group number can be configured on a common Station Advanced Feature Template which will be applied to all guest room extensions.

Floor Service parameters can be configured using:

- SE web pages
- SE commands

To configure Floor Service using SE web pages,

- Log in as System Engineer.
- Under **Configuration**, click **Routing Group**.
- Choose the Routing Group number you want to use as floor service group. By default routing group number 31 is selected for Floor Service.

Routing Group	Name	Rotation	When member rejects the call, place the call again	Member 1		
				Member Type	Port Number	Ring Timer(sec)
25		<input checked="" type="checkbox"/>	<input type="checkbox"/>	DKP	0001	015
26		<input checked="" type="checkbox"/>	<input type="checkbox"/>	DKP	0001	015
27		<input checked="" type="checkbox"/>	<input type="checkbox"/>	DKP	0001	015
28		<input checked="" type="checkbox"/>	<input type="checkbox"/>	DKP	0001	015
29		<input checked="" type="checkbox"/>	<input type="checkbox"/>	DKP	0001	015
30		<input checked="" type="checkbox"/>	<input type="checkbox"/>	DKP	0001	015
31	Floor Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SLT	0001	015
32		<input checked="" type="checkbox"/>	<input type="checkbox"/>	DKP	0001	015

You can configure different routing groups for different floors. In each routing group you can configure maximum 32 service extensions as 'members'.

- For routing group to be used as floor service, configure the following parameters:
 - **Rotation Flag:** With this flag, you can enable or disable the rotation of calls in the routing group which has multiple 'member' extensions. When enabled, each fresh call will land on the extension which is next to the one that received the last call. This ensures equal distribution of incoming calls to all the destinations within the routing group. The flag has no relevance if the routing group has only one member extension.
 - **Member Type:** Select the 'Member Type' from the combo box. If the administration extension is an SLT, select SLT; if it is a DKP, select DKP as member type.

Configure only as many extensions as you want in the routing group and set the remaining Member Types to 'None'.

For example: if you want to configure only one extension in the routing group, set the Member Type in the remaining columns (Member 02-Member 32) to 'None.'

- **Port Number:** Enter the software port number on which the SLT/DKP administration extension is attached.
- **Ring Timer(s):** This timer defines the time for which the extension, on which the call lands, should ring. By default, the ring timer is set to 015 seconds and can be changed.
- **Continuous Ring Flag:** With this flag, you can set an extension to ring continuously until the call is answered. The first extension will continue to ring even as the system hunts for other extensions in the routing group to land the call. If the call still remains unanswered, the system will return the call to the first extension once again. This flag is of no relevance, if there is only one member extension in a routing group.

- Repeat the above steps to include other administration extensions in the routing group.
- Click **Submit** at the bottom of the page to save your settings.
- Click the **Station Advanced Feature Template**.



All administration extensions in the hotel are assigned the Advanced Feature Template 50, by default. If the Hotel requires separate floor-service group for each floor, configure a separate Station Advanced Feature Template for the guest room extensions of each floor.

Template No.	DDI IC Routing	Send DDI Number as CLI?	Internal Calls Storage	Walk Out Mode	CDC Table	Force Account Code	Department Billing Group	Floor Service Group
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Made/Received by this Extension	One Call	1	<input type="checkbox"/>	00	31
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Made/Received by this Extension	One Call	1	<input type="checkbox"/>	00	31
3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Made/Received by this Extension	One Call	1	<input type="checkbox"/>	00	31
4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Made/Received by this Extension	One Call	1	<input type="checkbox"/>	00	31
5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Made/Received by this Extension	One Call	1	<input type="checkbox"/>	00	31
6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Made/Received by this Extension	One Call	1	<input type="checkbox"/>	00	31
7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Made/Received by this Extension	One Call	1	<input type="checkbox"/>	00	31
8	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Made/Received by this Extension	One Call	1	<input type="checkbox"/>	00	31
9	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Made/Received by this Extension	One Call	1	<input type="checkbox"/>	00	31
10	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Made/Received by this Extension	One Call	1	<input type="checkbox"/>	00	31

Submit Default Default One

- Select a Station Advanced Feature Template number to be assigned to the guest room extensions of a floor. E.g.: Template number 42 for guest room extensions **101-105** of the first floor, Template number 43 for extensions **201-205** of the second floor, Template number 44 for extensions **301-305**.
- Scroll with the horizontal bar to reach the column **Floor Service** of the selected Templates. Enter the Routing Group number you want to use as floor service group for that particular Station Advance Feature Template.
- Click **Submit** at the bottom of the page to save your settings.
- Now, apply the Station Advanced Feature Templates (with floor service routing groups configured) to the guest room extensions of the respective floors. E.g.: Template number 42 for guest room extensions **101-105**, Template number 43 for extensions **201-205**, and Template number 44 for extensions **301-305**.

- Click to open the link **SLT Parameters** on the left side panel to open the page.

Port No.	H/w Slot - Port	Access Code	Name	Station Basic Features Template	Station Advance Features Template	SLT Hardware Template	Call Pickup Group	COSEC Door Group	Station Type
17	05 - 11	2017		45	50	02	01	00	Guest
18	05 - 12	2018	Ms. June	45	42	02	01	00	Guest
19	05 - 13	2019		45	50	02	01	00	Guest
20	05 - 14	2020		45	50	02	01	00	Guest
21	05 - 15	2021		45	50	02	01	00	Guest
22	05 - 16	2022		45	50	02	01	00	Guest
23	05 - 17	2023		45	50	02	01	00	Guest
24	05 - 18	2024		45	50	02	01	00	Guest
25	07 - 05	2025		45	50	02	01	00	Guest
26	07 - 06	2026		45	50	02	01	00	Guest
27	07 - 07	2027		45	50	02	01	00	Guest

- Go to the SLT number to which you want to apply the Template.
- Change the Template Number in the **Station Advanced Feature Template** column as desired.
- Click **Submit** at the bottom of the page to save your settings.

To configure Floor Service using SE commands:

- Enter SE mode.
- To configure a routing group with member extensions dial command:

6502-1-Routing Group-Destination Index-Port Type-Port Number

Where,

Routing Group is the number of the Routing Group 01 to 95.

Destination Index is from 01 to 32.

Port Type is the 'Member type':

00 for None

01 for SLT

02 for DKP

28 for ISDN terminal

34 for SIP Extension

36 Virtual Extension

Port Number is the Software port number⁴⁷ on which the floor service member extension SLT, DKP, ISDN Terminal, SIP Extension is attached.

Software port number of the SLT, from 001 to 512.

Software port number of the DKP, from 001 to 128.

Software port number of the ISDN Terminal, from 01 to 64.

Software port number of the SIP extension, from 001 to 999.

Port number of the Virtual extension, from 01 to 64.

- To configure the Ring Timer for the routing group, dial command:

6503-1-Routing Group-Destination Index-Ring Timer

Where,

Routing Group is the number of the Routing Group 01 to 95.

Destination Index is from 01 to 32.

47. Refer the topic 'Software Port and Hardware ID' in the SARVAM UCS System Manual.

Ring Timer is from 000 to 255 seconds. (default: 015 seconds)

- To configure the Continuous Ring Flag for the routing group, dial command:

6504-1-Routing Group-Destination Index-Flag

Where,

Routing Group is the number of the Routing Group 01 to 95.

Destination Index is from 01 to 32.

Continuous Ring Flag is:

- 0** for disable continuous ring (each member extension in the group will ring for the configured 'Ring Timer' for the group)
- 1** for enable continuous ring (the first extension in the group will ring till the call is answered)

- To configure the routing group in a Station Advanced Feature Template, dial command:

5602-1-Template Number-11-Routing Group

Where,

Template Number is from 01 to 50.

11 is the feature code for Floor Service.

Routing Group is from 01 to 95⁴⁸.

- To apply the Station Advanced Feature Template now configured with the Routing Group, dialing the following commands:

If guest room phones that are SLTs, dial:

- **5603-1-SLT-Template Number** to apply the template on a single SLT
- **5603-2-SLT-SLT-Template Number** to apply the template on a range of SLTs
- **5603-*-Template Number** to apply the template to all SLTs

Where,

SLT is the Software port number of the SLT, from 001 to 512.

Template Number is the number of the Station Advanced Feature Template (01 to 50) you have configured with the floor service group.

If guest room phones are DKP, dial:

- **5604-1-DKP-Template Number** to apply the template on a single DKP.
- **5604-2-DKP-DKP-Template Number** to apply the template on a range of DKPs.
- **5604-*-Template Number** to apply the template to all DKPs.

Where,

DKP is the Software port number of the DKP, from 001 to 128.

Template Number is the number of the Station Advanced Feature Template (01 to 50) you have configured with the floor service group.

- Exit SE mode.

Using Floor Service

To be able to use floor service, guests may dial the Access Code defined for **Floor Service**. The default, Floor Service access code is **38**.



Check with the Installer/System Engineer if this access code has been changed and dial the new access code obtained from the Installer/System Engineer.

48. Enter the number of the routing group you configured as Floor Service group.

Guest In, Guest Out

Hotel Administration may want to keep track of the presence of the guests in the hotel, to be able to provide guest services accordingly. For instance, whenever guests (who have been checked in) leave their rooms or the Hotel for some time, the Operator can inform Housekeeping/Room Service to clean the room, replace consumables in the room, replenish the mini-bar, collect laundry, and so forth. Thus, ensure that housekeeping/room service is provided in a non-intrusive, but efficient manner.

Similarly, when guests are present in the room (or return to their rooms), the Operator can make courtesy calls, offer services, arrange to send complimentary items to the guest rooms, etc.

SARVAM UCS offers the 'Guest In, Guest Out' feature to monitor the presence of guests in the Hotel.

When a guest leaves the room or Hotel, the Operator set guest presence as 'Guest Out'.

Doing so,

- the system will change the Call Privilege of that room phone to 'Preset-Vacant',
- no external calls can be made from that extension.

When the guest returns to the Hotel, the Operator can guest status back to 'Guest In'.

Doing so,

- the system reverses the ["Call Privilege"](#) of that room phone back to the original level assigned to that extension (that is, before 'Guest Out' was set).
- external calls can be made from the extension.

With the 'Guest Out' function, the outgoing external call facility on the guest room phones is locked, thereby preventing (mis)use of the room phones during their absence.

Guest presence can be viewed by the Operator from the Front Desk User, using ["Guest Search"](#) and from the ["Room Status Report"](#).



- *The Operator can set Guest Out only if the guests inform him/her about their absence.*
- *No configuration is required for this feature.*
- *Guest In/Guest Out can be set only for guests who are checked in.*
- *Guest rooms with Occupancy Status 'Guaranteed' will have guest status 'Guest Out'.*

Setting Guest In/Guest Out

Guest In/Guest Out can be set by the Operator using:

- Front Desk User
- SA Command from EON
- SA Command from SLT

Using Front Desk User

- Log into Front Desk User.
- Open **Guest Search** form.

The screenshot shows the 'Guest Search' form. On the left is a sidebar menu with options: Check-In, Check-Out, Guest Search, Guest Status, Room Status, Call Budget Status, Wakeup Alarm Status, Wakeup Call Log, Reminder Status, Reprint Check-Out Report, Guest Shift, Delete Checked-Out Calls, Call Forward - All Rooms, Call Block, and Hotel-Motel Activity Log. The 'Guest Search' form itself has a title 'Guest Search' and four input fields: 'Guest Number', 'Guest Name', 'Room Number' (with the value '305' entered), and 'Phone Number'. Below these fields is a blue 'Submit' button with a mouse cursor pointing at it.

- Search Guest by Guest Number/Room Number/Phone Number.
- Click **Submit**.
- The **Guest Services** form for the particular guest will open.

The screenshot shows the 'Guest Privilege' form. At the top, it displays 'Phone Number : 3005' and 'Phone Name : MR. Goodfellow'. Below this, there are several sections of settings. The 'Message Wait' section has a 'Message Wait' button and a 'Clear Message Wait' button. The 'Do Not Disturb' section has a dropdown menu set to 'OFF'. The 'Allot Call Budget (₹)' section has a text input field. The 'Call Budget Allotted/Used (₹)' section has a text input field with the value '1000/0.00'. The 'Call Privilege' section has a dropdown menu set to 'All Calls'. The 'Mailbox' section has a dropdown menu set to 'Yes'. The 'Guest Presence' section has a dropdown menu set to 'Yes'. The 'Occupancy Status' section has a dropdown menu set to 'Clean'. The 'Clean Status' section has a dropdown menu set to 'Clean'. The 'Voice Mail Notification' section has a text input field. The 'Guest Group' section has a text input field with the value '99'. At the bottom right is a blue 'Submit' button with a mouse cursor pointing at it.

- Select the appropriate option (**Yes** for Guest-In, **No** for Guest-Out) from the combo box **Guest Presence**.
- Click **Submit** to save change.

Using SA Command from EON

Using DSS Key:

- To set Guest Out,
 - Press the Guest In/Guest Out Key.
 - Enter the Room/Phone Number⁴⁹.
 - Select the option 'Guest Out'.

49. Dial Room number if the Check-In Profile is Family or Single. Dial Phone Number, if Check-In Profile is Budget.

- Press Enter Key.
- To set Guest In,
 - Press the Guest In/Guest Out Key.
 - Enter the Room/Phone Number.
 - Select the option 'Guest In'
 - Press Enter Key.

Using Command:

- To set Guest Out,
Dial **1072-905-Room Number/Phone Number-0**
- To set Guest In,
Dial **1072-905-Room Number/Phone Number-1**

Using SA Command from SLT

- To set Guest Out,
 - Pick up the handset.
 - Dial **1072-905**, you get feature tone.
 - Dial Room Number/Phone Number⁵⁰, you get feature tone.
 - Dial **0**.
 - You get confirmation tone.
 - Replace the Handset on the cradle or you get dial tone after 3 seconds.
- To set Guest In,
 - Pick up the handset.
 - Dial **1072-905**, you get feature tone.
 - Dial Room Number/Phone Number, you get feature tone.
 - Dial **1**.
 - You get confirmation tone.
 - Replace the Handset on the cradle or you get dial tone after 3 seconds.



- *If the check-in profile = Single, Guest In/Guest Out set for any phone or room number shall be applicable to all the phones in the room.*
- *If the check-in profile = Family, Guest In/Guest Out set for the first phone or room number, shall be applicable to all phones of the room. However, Guest In/Guest Out set for the 2nd to 8th phone in the room will be applicable to the particular phone only. (that is, on which it is set.)*
- *If the check-in profile = Budget, Guest In/Guest Out set for any phone will be applicable to that phone only. It is not be possible to set Guest In/Guest Out on room number in this case.*

Viewing Guest Presence

Guest-In/Guest Out can be viewed by the Operator from the Front Desk User only. The Operator can view guest presence of a particular guest from the 'Guest Services' of that guest.

The Operator can view guest presence of all guests in the hotel from 'Room Status' in the Front Desk User.

To view Guest In/Guest Out using Room Status:

- Log into the Front Desk User.

50. Dial Room number if the Check-In Profile is Family or Single. Dial Phone Number, if Check-In Profile is Budget.

- Open the **Room Status** form.
- Select the following criteria:
 - Room Type = All
 - Occupancy status = occupied
 - Clean status = Any.
- Click the **List Down** button.

Check-In
 Check-Out
 Guest Search
 Guest Status
 Room Status
 Call Budget Status
 Wakeup Alarm Status
 Wakeup Call Log
 Reminder Status
 Reprint Check-Out Report
 Guest Shift
 Delete Checked-Out Calls
 Call Forward - All Rooms
 Call Block
 Hotel-Motel Activity Log

Room Status

List All Rooms having occupancy status Occupied and clean status Any

List Down

- Guest Presence will appear in the Room status.

Check-In

Check-Out

Guest Search

Guest Status

Room Status

Call Budget Status

Wakeup Alarm Status

Wakeup Call Log

Reminder Status

Reprint Check-Out Report

Guest Shift

Delete Checked-Out Calls

Call Forward - All Rooms

Call Block

Hotel-Motel Activity Log

Room Status

Room Number	Check-In Profile	Phone Number	Occupancy Status	Guest Presence	Clean Status	Call Privilege
303	Single	3003	Occupied	Guest-In	Clean	All Calls
304	Single	3004	Occupied	Guest-In	Clean	All Calls
305	Family	3005	Occupied	Guest-In	Clean	All Calls

Guest Name and Title

Guest Name is the name by which the guest is identified and addressed. At the time of check-in the Operator enters the name of the guest into the Check-In form. The Guest Name is a field of 18 characters.

The Guest Title is an 8-character field for entering the title by which the guest is to be addressed: Mr., Mrs. Ms., Prof., Dr., Cmdr, Rev. and the like. Though provided as a separate field, the Guest Title forms a part of Guest Name.

When entered by the Operator, by default, the Guest Name and Title get configured as the name of the phone of the room into which the guest is checked in.

Whenever guests make calls from their room phones, their Name and Title appear on:

- the display of the Operator phone.
- the display of administrative phones, e.g. Room Service.
- [“Check-Out Report”](#).

Thus, the Operator/administrative staff can know who is calling and address the caller by their names, providing a personal touch.

In certain cases, the Operator/administrative staff need to know the location, that is, hall or bedroom from where the guest is calling to provide prompt service. The system provides the flexibility to the installer to display the extension name instead of the guest name. For this, the installer must disable the parameter **Overwrite Guest Name over Station Name**.

In this case, whenever guests make calls from their room phones, their extension name appear on:

- the display of the Operator phone, for example, Hall-101 or Bedroom-101.
- the display of administrative phones, e.g. Room Service.

However, the Check-Out Reports will display the Guest Name and Title.



- *For this feature to work, the Station Name Pattern is to be configured by the Installer.*
- *If the installer wants the extension number to be displayed, the Overwrite Guest Name over Station Name must be disabled.*
- *Guest Names are retained in the system even after check-out, until the next fresh check-in. This is helpful for the Operator, when s/he wants to Reprint the Check-out Report.*
- *Guest names are cleared only at every check-in and replaced by the new guest name.*

Configuring Station Name Pattern

Guest Name and Title require the configuration of the Station Name Pattern in the system. The Station Name Pattern is the format in which the Guest Name and Title will be stored on the guest room phone and displayed on administration and other room phones.

The system supports six different options for Station Name Pattern:

1. Title <space> First Name <space> Name
2. First Name only
3. Name only
4. First Name <space> Name
5. Title<space>First Name
6. Title<space>Name



The combination of Title and Frist Name will only be applicable for Micros Opera PMS Interface.

By default, at the time of installing the system, when the Installer changes the “Customer Profile” to 'Hotel', the Station Name Pattern option 'Title <space> Name' is configured.

The Station Name Pattern can be changed using:

- SE web pages
- SE commands

To change Station Name Pattern using SE web pages,

- Log into Jeeves as System Engineer.
- Under **Configuration**, click **System Parameters**.
- Go to **Station Name Pattern**.

The screenshot shows the 'System Parameters' configuration page. On the left is a navigation menu with options like Security Settings, SMS on No Reply, SLT Configuration, Station Advance Features, Station Basic Features, Station Message Detail, Recording, SMS Gateway, SMS Routing, SMS Server, System Log, System Parameters (selected), System Prerequisites, System Timers and Counts, T1E1 Configuration, Time Table, Trunk Features Templates, and Virtual Extensions. The main area is titled 'System Parameters' and contains a list of configuration items. The 'Station Name Pattern' item has a dropdown menu open, displaying several options. The 'Title-Space-Name' option is highlighted in blue. Other options include 'Title-Space-FirstName-Space-Name', 'First Name Only', 'Name Only', 'FirstName-Space-Name', 'Title-Space-FirstName', and 'Title-Space-Name'.

- Select the desired Station Name Pattern from the combo box.
- Click **Submit** at the bottom of the page to save changes.

To change Station Name Pattern using SE commands:

- Enter SE mode.
- Dial the command **3615-Station Name Pattern Code**

Where,

Station Name Pattern Code is from 1 to 6

- 1 = Title <space> First Name <space> Name
- 2 = First Name only
- 3 = Name only
- 4 = First Name <space> Name
- 5 = Title<space>First Name
- 6 = Title<space>Name

- Exit SE mode.

Configuring Overwrite Guest Name over Station Name

The installer can retain the Extension/Station Name for the room phone/s assigned to the guests, by configuring the parameter Overwrite Guest Name over Station Name using SE Jeeves only.

To configure the parameter using SE web pages,

- Log into Jeeves as System Engineer.

- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters**.

- Clear the **Overwrite Guest Name over Station Name** check box.
- Click **Submit** to save.

Entering Guest Name and Title

Guest Name and Title are to be entered at the time of checking in the guest, but can be entered, changed or corrected at a later stage during their stay.

Guest Name and Title can be entered or changed by the Operator using:

- Front Desk User
- SA Command from EON only

Please refer topic [“Front Desk User”](#) for instructions for entering Guest Name and Title at the time of check-in. To enter, change or correct the name and title of a checked-in Guest Name:

Using Front Desk User

- Login as Front Desk User.
- Click in **Guest Search** to open the form.
- Search Guest by Guest Number/Name/Room Number/Phone Number.

- The **Guest Services** form for the particular guest will open.

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log	Guest Services	
	Guest Profile	
	Guest Number	1055001
	Guest Title	MR.
	Guest Name	Goodfellow
	Guest VIP Status	VIP
	Check-in Date	02 - April - 2016
	Check-in Time	11 Hrs 06 Mins
	Call Count	0
	<input type="button" value="Submit"/>	
	Room Profile	
	Room Number	305
	Room Type	StandardSingle
	Check-In Profile	Family
	Occupancy Status	Occupied
Clean Status	Clean	
Phone Ringing Pattern	One by One	
<input type="button" value="Submit"/>		
Room Phones	3005	

- Enter/change Guest Name in the designated field.
The Guest Name field allows only 18 characters (including 'space'). The Guest Title field allows max. 8 characters.

But the Guest Title and Guest Name together must not exceed 18 characters. Else, the Name will be truncated when displayed on the Operator's/administration phone.

To prevent this, consider abbreviating first/ middle names and enter the last names (surnames).

Using SA Command from EON

Using DSS Key:

- To configure Guest Name,
 - Press the 'Guest Name' key. (if assigned by SE)
 - Enter the Room Number/Phone Number.
 - Enter Guest's Name.
You will get a confirmatory text message 'Guest Name accepted'.
- To configure Guest Title,
 - Press the 'Guest Title' key.(if assigned by SE)
 - Enter the Room Number/Phone Number.
 - Enter Guest's Title.
You will get a confirmatory text message 'Guest Title accepted'.

Using Command:

- To configure Guest Name,
 - Pick up the handset.
 - Dial **1072-903**.
 - Enter the Room Number/Phone Number.
 - Enter Guest's Name.
You will get a confirmatory text message 'Guest Name accepted'.
 - Replace Handset or you get dial tone after 3 seconds.
- To configure Guest Title,
 - Pick up the handset.
 - Dial **1072-906**.
 - Enter the Room Number/Phone Number.
 - Enter Guest's Title.

You will get a confirmatory text message 'Guest Title accepted'.

- Replace Handset or you get dial tone after 3 seconds.



- *If a guest is checked into a room as Single or Family, the Guest Name and Title will remain the same for all the phones in the room. The same Guest Name and Title will appear on the display of the Operator/administration phone.*
- *If a guest is checked into a room as Budget, the Guest Name and Title will apply only on the phone allotted to the guest.*

Guest Number

In hotels, a guest may have been checked in temporarily into a room, to be shifted later into another. Similarly, in hospitals, it is common for patients to be shifted from one room/ward to another. For example, a patient is shifted from the Emergency Room to the Intensive and Critical Care Unit, to Special Care Room to a Private Room or to a multiple-bed ward.

In such cases, it is necessary that the calls made to the guests/patients get through to them at their current location in the hotel/hospital.

SARVAM UCS offers the feature 'Guest Numbers' to meet this requirement.

- The Operator can reach the guests/patients in their current location on the premises, by simply dialing their Guest Numbers.
- The Operator can transfer calls to the Guest Number. The call will be transferred to the phone of the room where the guest/patient is currently present.

This feature works in the following manner:

When a guest is checked in,

- The SARVAM UCS automatically generates and assigns a Guest Number to the guest.
- The same Guest Number is maintained on all guest extensions in the room in which the guest is checked in.
- When the guest number is dialed, phone on which guest is checked-in will ring.
- If the check-in profile of the room is Single or Family, the phone ringing pattern will be followed.
- If the check-in profile of the room is Budget, only guest phone will ring. (Phone ringing pattern is not applicable when check-in profile is Budget)

By default, Guest Number Prefix String is 1055, and so SARVAM UCS will generate guest number starting from 1055001 to 1055999.

The system generates a different number for each guest until all the numbers from 001 to 999 are exhausted.

The guest numbers roll over after each cycle. After the last number in the range (999) the system generates guest numbers from 001 to 999 for subsequent guests who are checked in.

Each number is unique for each guest; the same number cannot be allotted to another guest/patient, even after the guest/patient has been checked out. For example, the number '1055111' generated for a checked-in guest will not be allotted to any other guest, until all 999 numbers are exhausted, and the cycle starts again from 1055001 and reaches 1055111.

Guest Number is combination of two different strings: Guest Number Prefix and Guest Number Suffix.

By default, Guest Number Prefix string is 1055, which is configurable. This should not conflict with other access codes of dial state.

Guest Number Suffix string can be from 001 to 999. The Suffix string is non-configurable.

By default, Guest Number Prefix String is 1055, and so SARVAM UCS will generate guest number starting from 1055001 to 1055999.

If Guest Number Prefix is changed to 12, the Guest Number will range from 12001 to 12999.

Refer the topic Access Codes in the SARVAM UCS System Manual to know how to change access code of Guest Number Prefix string.



- *Guest Numbers are generated automatically by the system.*
- *The only configuration involved in this feature is changing of the Access Code of Guest Number prefix, if desired by the Hotel/Hospital. Refer the topic Access Codes for configuration instructions.*
- *You cannot configure DSS keys for Guest Numbers.*

Guest Search

SARVAM UCS offers the 'Guest Search' feature to help the Operator find guest by:

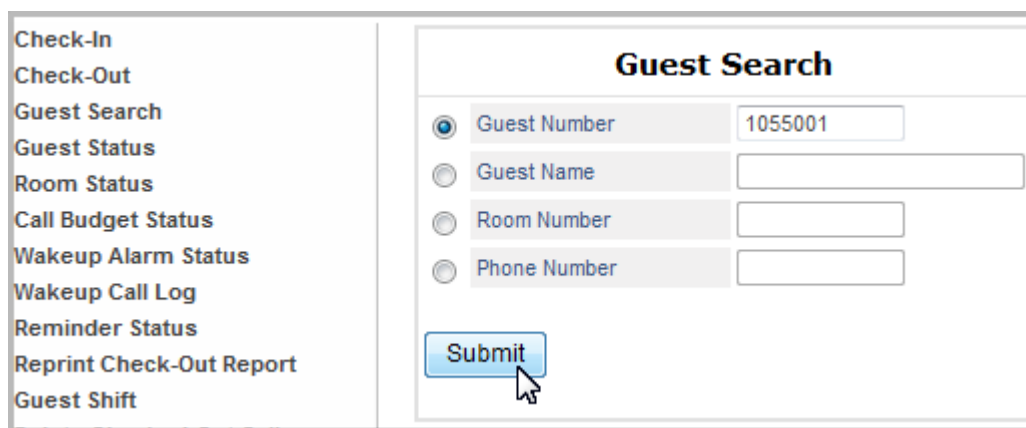
- Guest Number
- Guest Name
- Room Number (if Check-In Profile is Single/Family)
- Phone Number (if check-In Profile is 'Budget')

Guest Search is to be used by the Operator to reach the 'Guest Services' page, that is, to view and change guest-related information and services.

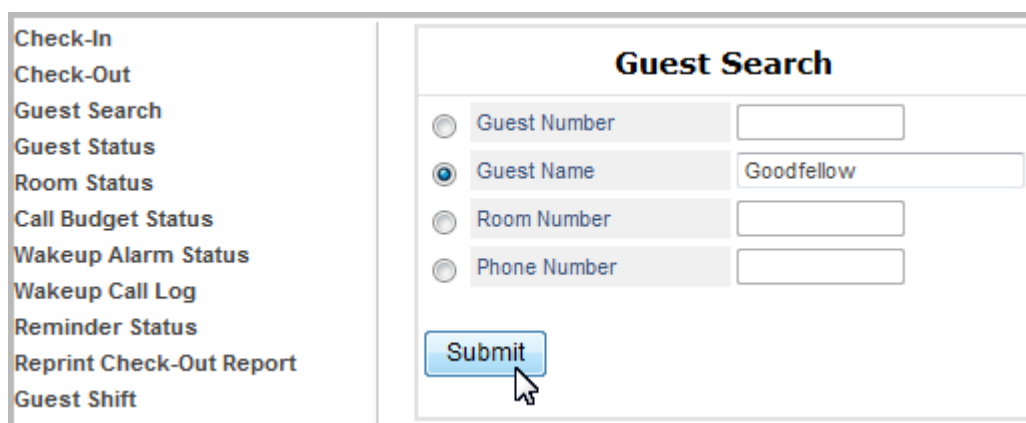
Guest Search is possible only from the Front Desk User.

To search for a guest,

- Log into the Front Desk User.
- Open the **Guest Search** form.
- Search by Guest Name, Guest Number, Room Phone Number, and Room Number.



The screenshot shows the 'Guest Search' form. On the left is a sidebar menu with options: Check-In, Check-Out, Guest Search, Guest Status, Room Status, Call Budget Status, Wakeup Alarm Status, Wakeup Call Log, Reminder Status, Reprint Check-Out Report, and Guest Shift. The 'Guest Search' option is highlighted. The main form area has the title 'Guest Search' and four radio buttons: 'Guest Number' (selected), 'Guest Name', 'Room Number', and 'Phone Number'. The 'Guest Number' field contains the text '1055001'. Below the fields is a blue 'Submit' button with a mouse cursor pointing at it.



The screenshot shows the 'Guest Search' form. On the left is a sidebar menu with options: Check-In, Check-Out, Guest Search, Guest Status, Room Status, Call Budget Status, Wakeup Alarm Status, Wakeup Call Log, Reminder Status, Reprint Check-Out Report, and Guest Shift. The 'Guest Search' option is highlighted. The main form area has the title 'Guest Search' and four radio buttons: 'Guest Number', 'Guest Name' (selected), 'Room Number', and 'Phone Number'. The 'Guest Name' field contains the text 'Goodfellow'. Below the fields is a blue 'Submit' button with a mouse cursor pointing at it.

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift	<h3 style="text-align: center;">Guest Search</h3> <div> <input type="radio"/> Guest Number <input type="text"/> </div> <div> <input type="radio"/> Guest Name <input type="text"/> </div> <div> <input checked="" type="radio"/> Room Number <input type="text" value="305"/> </div> <div> <input type="radio"/> Phone Number <input type="text"/> </div> <div style="text-align: center;"> <input type="button" value="Submit"/> </div>
--	--

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift	<h3 style="text-align: center;">Guest Search</h3> <div> <input type="radio"/> Guest Number <input type="text"/> </div> <div> <input type="radio"/> Guest Name <input type="text"/> </div> <div> <input type="radio"/> Room Number <input type="text"/> </div> <div> <input checked="" type="radio"/> Phone Number <input type="text" value="3005"/> </div> <div style="text-align: center;"> <input type="button" value="Submit"/> </div>
--	---

- Click **Submit**.

The **Guest Services** page of that guest will open.

On this page you can view the

- Guest Profile - Guest Name and Title, Check-In Time and Date, VIP Status, Number of Call made by the guest.
- Room Profile - Room Number, Type, Check-In Profile, Clean Status, Occupancy Status, Number of Room Phones, etc.
- Guest Privilege - Call Budget allotted and used, Message Wait, DND, Guest Presence, Guest Group, Call Forward, Wake-Up, Reminders, etc.

Guest Shift

Guest Shift is the moving of guests from the room they have been checked-in to another room in the hotel.

It is common for hotels to shift guests from one room to another for various reasons such as:

- the guest was checked in temporarily into a room as the desired room type was not available at the time of check-in.
- the guest has requested a room shift; wants a room upgrade or another room type.
- the checked-in room requires repair work.
- the guest wants to share a room with another guest.

The Guest Shift feature of the SARVAM UCS ensures a hassle-free transfer of a guest from one room to another in the hotel.

When a guest is shifted from one room to another, the room occupancy status of the destination room, that is, the new room to which the guest is shifted is changed automatically to 'Occupied'.

The system automatically transfers the following features/functions, referred to as 'properties', of the guest phone(s) of the source room to those of the destination room:

- Guest Number
- Wake-up Calls and Reminders (if set)
- Call Budget Amount Allotted and Consumed
- Call Privilege
- Call Forward (if set)
- Guest Name, Title and Guest Group
- Guest Status (Guest-In/Guest-Out)
- Message Wait (if active).
- Do Not Disturb (if set)
- Guest Group
- Guest Phone User Password
- SMDR records

For Guest Shift to work,

- the source and the destination rooms should be different.
- The source room should be checked-in.
- The destination room must be 'Vacant' or 'Reserved'. It must not be 'Guaranteed'.
- The destination room must be 'Clean'.



- *If the Check-In Profile of the guest is 'Single', the system will transfer the above listed properties of the first extension of the source room to all the extensions in the destination room.*
- *If the Check-In Profile of the guest is 'Family', the system will transfer the above listed properties of each extension of the source room to the corresponding extension in the destination room. For example:*
 - *Source room as has 3 extensions A, B, C. Destination room also has 3 extensions D, E, F. The properties of extension A will be transferred to extension D, those of extension B will be transferred to extension E and the properties of extension C will be transferred to extension F.*
 - *Source room has 3 extensions A, B, C, but the destination room has only 2 extensions D and E. The properties of A and B will be transferred to D and E respectively. The properties of C will not be transferred but lost.*

- *Source room has 2 extensions A and B, whereas destination room has 3 extensions D, E, F. The properties of extensions A and B will be transferred to D and E respectively. The properties of A will be again transferred to extension F.*
- *If the Check-In Profile of the guest is 'Budget', the system will transfer the above listed properties of the source extension to the destination extension.*
- *No specific configuration is required for this feature to work.*

Shifting a Guest

A guest can be shifted on the basis of his/her Guest Number, Room or Phone Number.

Guest Shift can be performed using:

- Front Desk User
- SA Command from EON
- SA Command from SLT

Refer the topic [“Operating the Front Desk User”](#) for instructions on how to shift guests using the wizard.

Using SA Command from EON

Using DSS Key (if assigned by SE):

- Press the 'Guest Shift' key.
- You get a text message 'Enter Room Number/Phone number/Guest Number'.
- Enter the Room Number or the Phone Number of the source room⁵¹, or the Guest Number.
- You get a text message 'Enter Destination Room /Phone Number'.
- Enter the Room Number or the Phone Number of the destination room⁵².
- You get a confirmatory text message and a confirmation tone.

Using Command:

- Pick up the handset. (it is assumed that the Operator is in the SA mode)
- Dial **1072-910**.
- You get a text message 'Enter Room Number/Phone number/Guest Number'.
- Enter the Room Number or the Phone Number of the source room, or the Guest Number.
- You get a text message 'Enter Destination Room Number/Phone Number'.
- Enter the Room Number or the Phone Number of the destination room.
- You get a confirmatory text message and a confirmation tone.

Using SA Command from SLT

- Pick up the handset.
- Dial **1072-910**, you get feature tone.
- Dial Room Number/Phone Number/Guest Number.
- You get confirmation tone.
- Replace the handset.

51. *For the source room: If the Check-In Profile of the guest is Single or Family, use Guest Number or Room Number. If the Check-In Profile of the guest is Budget, use Phone number or Guest number.*

52. *For the destination room: If the Check-In Profile of the guest is Single or Family, use Room Number. If the Check-In Profile of the guest is Budget, use Phone number.*

Guest VIP Status

Hotels/hospitals may receive guests/patients who are to be accorded special attention and service. To meet this requirement, SARVAM UCS offers the feature 'Guest VIP Status', whereby guests are assigned the status of Very Important Person (VIP).

The guest is assigned VIP status at the time of check-in.

Doing so, when the guest calls the Operator/admin phones and other room phones:

- Triple ring will be placed to attract the attention of the Operator/admin phone/room phone.
- calls of the VIP guest will be answered prior to calls from other guests and Incoming calls. The calls from two VIP status guests will be served on first-in first-out basis.

The guest can be assigned/de-assigned VIP status during his stay in the hotel using Front Desk User or SA command.

Preset Priority

The Guest VIP Status feature uses the 'Priority' feature. Each station of the SARVAM UCS is assigned a Priority Level starting from 1-None to 9-Highest, with '1' being lowest Priority and '9' being highest Priority. Whenever a station (phone) with higher priority calls a station with lower priority, a triple ring is placed on the called station.

By default the Priority of VIP guest room phones is '9-Highest' and the Priority of Non-VIP guest room phones as well as the Operator and other administration phones is '6-Medium'. So, when a guest with VIP status calls the Operator, his call will land first on the Operator station with a triple ring.

Hotels may want to set a different priority level for room phone(s) of VIP and Non-VIP guests and other administration phones. They may want to assign the highest priority to phones of senior management staff, or give the highest priority to administration phones. For example, hotel A may want Priority Level '9' to be assigned to extensions of the senior management, while hotel B may want Priority Level '9' to be assigned to Front Desk/Operator extension.

For this, the Hotel may change the priority level of VIP and Non-VIP guest room phones by having the Installer/System Engineer configure

- Preset Priority for VIP Guests to define the Priority of the room phone(s) when the guest is checked in as VIP.
- Preset Priority for Non-VIP Guests to define the Priority of the room phone(s) when the guest is checked in as Non-VIP.

When the guest is assigned VIP status, the priority of this room phone(s) is changed to the value configured by the Installer/System Engineer as Preset Priority for VIP Guest. Similarly, the Preset Priority for Non-VIP Guests will be set for guests who are checked in as Non-VIP.



- *If the Priority of the Operator/admin phone is changed to 9, the Operator/admin phone will not get triple ring when the VIP guest calls him.*
- *Preset Priority of VIP Guests is 9. Preset Priority for Non-VIP guests is 6.*
- *VIP Status set on a guest room phone is cancelled automatically on guest Check-Out. By default, all the guest phones have Non-VIP Status.*

Configuring Guest VIP Status

The feature **Guest VIP Status** uses Priority, hence assignment of priority to each station is critical.

By default, when Customer Profile of the system is selected as Hotel, the Priority = 6-Medium is assigned to all the guest phones and admin phones.

When the guest is assigned VIP status, the priority of his room phone(s) is changed to 9-Highest and when the guest is assigned non-VIP status, the priority of his room phone(s) is changed to 6-Medium. These levels of priority (viz. Preset Priority of VIP guest and Preset priority of non-VIP guest) can be changed from Hotel Installation wizard, SE Web pages and SE commands.

To configure the Preset Priority for a VIP guest/non-VIP guest from Hotel Installation wizard:

- Login as System Engineer.
- Click the **Use Quick Installation Wizard-Hotel** link.
- While navigating the wizard, you shall reach a page viz. **Programming the Presets and Other Critical Parameters**.
- Change the Preset Priority for a VIP guest as required.
- Change the Preset Priority for a non-VIP guest as required.
- Please note that the Preset Priority for a VIP guest should be more than that of non-VIP guest and also of other Operator/admin phones.
- Click **Next** to navigate the wizard further.



It is advisable to use Hotel Installation wizard to change these parameters at the time of installation only. If these parameters are to be changed later on, it is advisable use SE web pages instead of the Wizard.

To configure the Preset Priority for a VIP guest/non-VIP guest using SE web pages,

- Login as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters**.

Hotel Parameters	
Voice Guided Alarm Verification	<input checked="" type="checkbox"/>
Preset Call Privilege	
Preset Call Privilege when Occupancy Status - Occupied	All Calls
Preset Call Privilege when Occupancy Status - Vacant	No Calls
Preset Call Budget Amount (₹)	009999
Preset Call Privilege when Call Budget Expires	No Calls
Preset Guest Group when Occupancy Status - Occupied	99
Preset Guest Group when Occupancy Status - Vacant	99
Preset Priority for VIP Guest	9 - Highest
Preset Priority for Non-VIP Guest	1 - None
Check-In Profile	
Ask Check-In Profile while Check-In	<input type="checkbox"/>
Ask Guest Title while Check-In	<input type="checkbox"/>
Ask Guest Name while Check-In	<input type="checkbox"/>
Ask Call Privilege while Check-In	<input type="checkbox"/>

- Change the Preset Priority for a VIP guest as required.
- Change the Preset Priority for a Non-VIP guest as required.
- Please note that the Preset Priority for a VIP guest should be more than that of non-VIP guest and also of other Operator/admin phones.
- Click **Submit** to submit the changes.

To configure the Preset Priority for a VIP guest/non-VIP guest using SE commands

- Enter SE mode.
- Dial command **3706-Preset Priority** for a VIP guest
Where,
Preset Priority for a VIP guest is from 1-None to 9-Highest.
For e.g. To assign Preset priority = 7 to a VIP guest, dial **3706-7**.
- Dial command **3707-Preset Priority** for a non-VIP guest
Where,
Preset Priority for a non-VIP guest is from 1-None to 9-Highest.
For e.g. To assign Preset priority = 4 to a VIP guest, dial **3707-4**.
- Exit SE Mode.

Assigning VIP Status to a Guest

A guest is assigned VIP status at the time of check-in. The VIP status can also be changed during his stay.

Please refer topic "[Check-In](#)" to know how to assign VIP status to the guest at the time of check-in.

The VIP status of the guest can be changed using:

- Front Desk User
- SA Command from EON
- SA Command from SLT

Using Front Desk User

- Log into Front Desk User.
- Click **Guest Search** to open the form.
- Search Guest by Guest Number/Name/Room Number/Phone Number.
- The **Guest Services** form for the particular guest will open.
- Set **Guest VIP status** as required.
- Click **Submit** to submit the changes.

Using SA Command from EON

Using DSS Key (if assigned by SE):

- Press the 'Change Guests' VIP Status' key.
- You get a text message 'Enter Room/Phone'.
- Enter the room # or the Phone # as the case may be.
- You get menu having two items viz. VIP and non-VIP.
- Scroll to select VIP or non-VIP as required.
- Press 'Enter' to assign VIP/non-VIP status.
- You get a text message 'Room#/Phone# = VIP/non-VIP' as the case may be and confirmation tone.

Using Command:

- Pickup the handset. (It is assumed that the Operator is in SA mode)
- Dial **1072-915**.
- You get a text message 'Enter Room/Phone'.
- Enter the room # or the Phone # as the case may be.
- You get menu having two items viz. VIP and non-VIP.
- Scroll to select VIP or non-VIP as required.
- Press 'Enter' to assign VIP/non-VIP status.
- You get a text message 'Room#/Phone# = VIP/non-VIP' as the case may be and confirmation tone.

Using SA Command from SLT

- Pick up the handset.
- Dial **1072-915**, you get feature tone.
- Dial Room Number/Phone Number, you get feature tone.
- Dial '1' to assign VIP status and '2' to assign non-VIP status.
- You get confirmation tone.
- Keep Handset on the cradle or you get dial tone after 3 seconds.



- *If the check-in profile = Single, Guest VIP Status set for any phone/room number shall be applicable to all the phones in the room.*
- *If the check-in profile = Family, Guest VIP Status set for any phone/room number shall be applicable to all the phones in the room.*
- *If the check-in profile = Budget, Guest VIP Status set for any phone/room number shall be applicable to that phone only.*

Hotel Name

The SARVAM UCS offers configuration of the Hotel Name. Hotel Name appears on all the system Reports generated by the SARVAM UCS like Room Status Report, Alarm Status Report, Check-Out Report, SMDR reports, etc.

The Hotel Name field is of 80 characters; hence it can also be used to include hotel address.

Configuring Hotel Name

Hotel Name can be configured from:

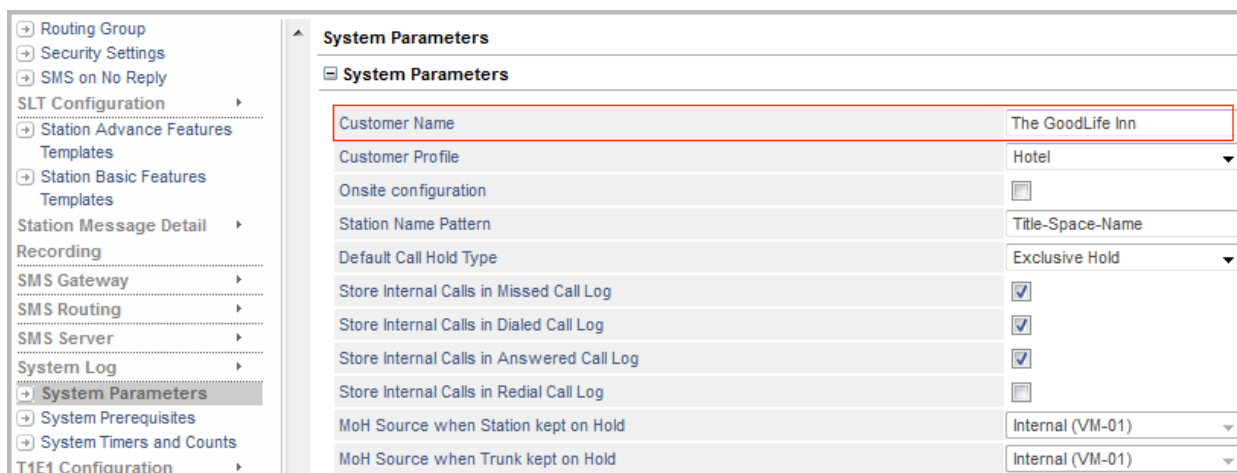
- Quick Installation Wizard-Hotel
- SE Web Pages
- SE Commands

Using Hotel Installation Wizard

The Hotel name is to be configured on the 'General Information' page of the Installation Wizard. Refer the chapter ["Setting Up SARVAM UCS for Hospitality Application"](#) for instructions on navigating the Wizard.

Using SE Web Pages

- Login as System Engineer.
- Under **Configuration**, click **System Parameters**.
- Enter the Hotel name (and address, if desired) in the field 'Customer Name'. For example: The GoodLife Inn.



System Parameters	
Customer Name	The GoodLife Inn
Customer Profile	Hotel
Onsite configuration	<input type="checkbox"/>
Station Name Pattern	Title-Space-Name
Default Call Hold Type	Exclusive Hold
Store Internal Calls in Missed Call Log	<input checked="" type="checkbox"/>
Store Internal Calls in Dialed Call Log	<input checked="" type="checkbox"/>
Store Internal Calls in Answered Call Log	<input checked="" type="checkbox"/>
Store Internal Calls in Redial Call Log	<input type="checkbox"/>
MoH Source when Station kept on Hold	Internal (VM-01)
MoH Source when Trunk kept on Hold	Internal (VM-01)



The Banner displays the first 16 characters of the Customer Name. But SARVAM UCS will print entire 80 characters of the Customer Name in all the reports.

- Click **Submit** to save the changes.

Using SE Commands

- Enter SE mode.
- Dial command **5401-Customer Name-#***.
- To clear the Customer Name, dial command **5401-#***.

- Exit SE mode.



- *Refer the topic 'Configuring Customer Name using a Telephone' in the SARVAM UCS System Manual to know how to enter name using keypad of EON.*
- *When you enter the SE command '5401' the alphanumeric dialing will be automatically enabled. Enter the desired letters/characters by pressing the relevant dial pad key in quick succession. To space between characters, press the digit key '1' in quick succession.*

Hotel-Motel Activity Log

The Hotel-Motel Activity Log is an informative record of hotel functions performed by the SARVAM UCS.

SARVAM UCS logs the following hotel activities:

Wake-up Calls: Records of Wake-up Calls set and canceled from the Front Desk, set and canceled by guests with the following event details:

- time and phone number for which the Wake-up call was set/canceled.
- type of Wake-up call, that is, whether 'daily' or 'once only'.
- type of serving mechanism, that is, whether 'Automated' or 'Personalized'.
- the Wake-up call was served.
- the Wake-up call was answered⁵³.
- the Wake-up Snooze was acknowledged⁵⁴.
- the Wake-up call was not served as the guest phone was busy.
- there was no reply from the guest phone (Wake-up call not served).
- notification to the Front Desk to serve a 'Personalized' Wake-up call to a phone number.

Reminders: Records of Reminders set and canceled from the Front Desk, set and canceled by guests with the following event details:

- date, time and phone number for which the Wake-up call was set/canceled.
- type of serving mechanism, that is, whether 'Automated' or 'Personalized'.
- the Reminder was served.
- the Reminder was answered⁵⁵.
- the Reminder Snooze was acknowledged.
- the Reminder was not served as the guest phone was busy.
- there was no reply from the guest phone (Reminder not served).
- notification to the Front Desk to serve a 'Personalized' Reminder call to a phone number.

Check-In: Record of each guest check-in with the Room/Phone Number and the Check-In Profile (Single, Family, Budget).

Check-Out: Record of each guest check-out with Room/Phone Number and the Check-In Profile.

Deletion of Checked-Out Calls: Record of the Phone number from which the command to delete checked-out calls was given.

Guest-In: The system records the Room Number/Phone Number for which the Front Desk sets 'Guest In'.

Guest-Out: The system records the Room Number/Phone Number for which the Front Desk sets 'Guest Out'.

Maid Presence: When the maid dials the 'Maid in Room' code from a guest room phone, the system records the event as 'Maid-In' and the phone number of the room the maid is currently present. When the maid dials the code other than 'Maid in Room', the system records the event as 'Maid-Out' and phone number of the room.

53. When the Snooze function is enabled in a Wake-up call, if the guest answers the call, but does not dial '0' to acknowledge, the system will consider the call as answered.

54. When the Snooze function is enabled in a Wake-up call, the guest must dial '0' to acknowledge the call.

55. When the Snooze function is enabled in a Reminder call, if the guest answers the call, but does not dial '0' to acknowledge, the system will consider the call as answered.

Call Budget Amount Consumed: When the Call Budget Amount allotted to a guest is consumed, the system logs the event with the room/phone number of the guest.

Emergency Number Dialing⁵⁶: When an emergency number is dialed, the system records the phone number from which it is dialed.

PMS Interface: The system records health of the PMS (link Down, Link restored) and communication events between the PMS and SARVAM UCS.

The Hotel-Motel Activity log can be generated in real time, as soon as the activity is performed; this is referred to as 'Online'.

It is also possible to generate a Report of the Hotel-Motel Activity Log. The Report contains the last 500 activities logged by the system. Activities are logged using the First-In-First-Out (FIFO) logic.

Each activity is logged in the following format
<DD-MM-YYYY> < HH:MM:SS> <Activity Text>

This Hotel-Motel Activity log Report can be printed or downloaded on to a computer.

SARVAM UCS allows you to select the type of activity to be logged. By doing so, you can have the system generate Logs in 'Online' and 'Report' formats of only those activities which the Hotel wants. For example, if the Hotel desires to have only Wake-up Calls and Maid Presence logged, you can select only these two types of activities. The system will not log any other activity except Wake-up Call and Maid Presence.

It is also possible to view activity on the display of the digital key phone, EON. For this, a DSS Key must be assigned by the System Engineer for the Hotel-Motel Activity Log. When a DSS Key with LED is configured for this function, each time an activity is recorded by the system, the LED of the DSS key is turned ON. The Front Desk user can view the activity on the phone display by pressing the DSS Key.

The digital key phone will display the activity with date and time and Activity Index as:
DD-MM HH:MM <Activity Index>

Even when no DSS key is assigned to Hotel-Motel Activity log, the Front Desk User can view activity on the phone display by directly dialing **"SA Commands"** or entering the **"Front Desk User Mode"** if access to SA mode is password protected.



The format of the date, whether day-month (DD-MM) or month-day (MM-DD) will be displayed as per the date and time format selected in the Real Time Clock settings of the system.

Configuring Hotel-Motel Activity Log

To generate Hotel-Motel Activity logs, the Installer must

- enable Hotel-Motel Activity Log storage.
- define the Destination Port for printing/sending the Log as 'Report' or 'Online'.
- select the specific activities to be logged, if required.

56. To dial the Emergency Number 911, you must purchase the E911 license. For details, refer to License Management in the SARVAM UCS System Manual.

Enabling Storage of Hotel-Motel Activity Log

By default, storage of Hotel-Motel Activity Log is disabled in the system. It can be enabled from:

- Quick Installation Wizard-Hotel
- SE web pages
- SE command

To enable/disable Hotel-Motel Activity Log storage using SE web pages:

- Log in as System Engineer.
- Under Configuration.
- Go to 'Hotel Settings' and click the 'Hotel-Motel Activity log' link to open the page.
- Enable the 'Hotel-Motel Activity Log Storage flag'.
- Click 'Submit' at the bottom of the page.
- Log out of SE web pages.

To enable/disable Hotel-Motel Activity Log storage using SE command:

- Enter SE mode.
- Dial command **6461-Code**
Where,
0 is for Disable
1 is for Enable
- Exit SE mode

Defining Destination Port for Hotel-Motel Activity Log

In the Hotel Installation Wizard, Destination Ports for 'Online' and 'Report' mode, Hotel-Motel Activity logs can be assigned on the 'Configuring Presets and Other Critical Parameters' page. Refer the topic [“Setting Up SARVAM UCS for Hospitality Application”](#).

To assign the Destination Port for Hotel Motel Activity Log using SE web pages:

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Settings**.

- Click **Hotel-Motel Activity Log**.

Hotel-Motel Activity Log	
Hotel-Motel Activity Log Storage	Enable
Destination Port for Online Hotel-Motel Activity Log	COM Port
Destination IP Address: Online Hotel-Motel Activity Log	
Port - Online Hotel-Motel Activity Log	00514
Destination Port for Hotel-Motel Activity Log Report	COM Port
Destination IP Address: Hotel-Motel Activity Log Report	
Port - Hotel-Motel Activity Log Report	00514
Select the activities to be logged from following list :	
Check In	<input checked="" type="checkbox"/>
Check Out	<input checked="" type="checkbox"/>
Guest Out	<input checked="" type="checkbox"/>
Guest In	<input checked="" type="checkbox"/>
Maid In	<input checked="" type="checkbox"/>
Maid Out	<input checked="" type="checkbox"/>
Deletion of checked out phone's calls	<input checked="" type="checkbox"/>
Wakeup alarm set by extension	<input checked="" type="checkbox"/>
<input type="button" value="Submit"/> <input type="button" value="Default"/>	

- Select the COM/ Ethernet/ USB to COM Port to be assigned as destination port for **Online** and **Report** logs.
- If you select **Ethernet Port** as destination port, enter the IP Address of the Ethernet Port and Listening Port for the Online and Report logs respectively. Both IPv4 and IPv6 addresses are supported.
- Click **Submit** at the bottom of the page to save changes.

To assign Destination Port using SE commands,

- Enter SE mode.
- Dial command **6462-Destination Port Code** to assign Destination Port for printing/sending 'Online' log.
- Dial command **6463-Destination Port Code** to assign Destination Port for printing/sending 'Report' log.

Where,

Destination Port Code:

0 is for None (default)

1 is for COM Port

2 is for Ethernet Port

3 is for USB to COM Port

E.g.: to assign COM Port as destination port for 'Online' log, dial **6462-1**

to assign Ethernet Port as destination port for 'Report' log, dial **6463-2**

- Dial command **6464-IP Address** to assign IP of the Ethernet Port for 'Online' log. Default: 192.168.1.104



IPv6 address can be configured using Jeeves only.

- Dial command **6465-IP Port** to assign IP Port for 'Online' log.
Where,
IP Port is from 1025-65535.

Default: 514.

- Dial command **6466-IP Address** to assign IP of the Ethernet Port for 'Report' log.



IPv6 address can be configured using Jeeves only.

- Dial command **6467-IP Port** to assign IP Port for 'Report' log.
Where,
IP Port is from 1025-65535.
Default: 514.
- Exit SE mode.



• The settings⁵⁷ of the COM/ USB to COM Port of the SARVAM UCS should match with those of the Computer connected to it. Refer the topic, "[Communication Ports](#)", for instructions on configuring Communication port parameters.

- You can capture Hotel-Motel Activity Log on 'Kiwi Syslog Server'.

Selecting Activities for the Log

By default, storage of all activities is enabled in the Hotel-Motel Activity Log. You can select the specific activities to be stored from:

- SE web pages
- SE command

To select activities for the Hotel-Motel Activity Log storage using SE web pages:

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Settings**.

57. Speed/Baud Rate, Data Bits, Parity.

- Click **Hotel-Motel Activity Log**.

Hotel-Motel Activity Log

Hotel-Motel Activity Log Storage: Enable

Destination Port for Online Hotel-Motel Activity Log: COM Port

Destination IP Address: Online Hotel-Motel Activity Log:

Port - Online Hotel-Motel Activity Log: 00514

Destination Port for Hotel-Motel Activity Log Report: COM Port

Destination IP Address: Hotel-Motel Activity Log Report:

Port - Hotel-Motel Activity Log Report: 00514

Select the activities to be logged from following list :

Check In	<input checked="" type="checkbox"/>
Check Out	<input checked="" type="checkbox"/>
Guest Out	<input checked="" type="checkbox"/>
Guest In	<input checked="" type="checkbox"/>
Maid In	<input checked="" type="checkbox"/>
Maid Out	<input checked="" type="checkbox"/>
Deletion of checked out phone's calls	<input checked="" type="checkbox"/>
Wakeup alarm set by extension	<input checked="" type="checkbox"/>
Wakeup alarm set by front desk	<input checked="" type="checkbox"/>
Wakeup alarm - Personal set by front desk	<input checked="" type="checkbox"/>
Wakeup alarm cancelled by phone	<input checked="" type="checkbox"/>
Wakeup alarm cancelled by front desk	<input checked="" type="checkbox"/>

Submit Default

- Select the desired activities listed under **Select the activities to be logged from the following list**, by selecting the respective check box.
- Click **Submit** at the bottom of the page.
- Log out of SE web pages.

To select activities for the Hotel-Motel Activity Log storage using SE command:

- Enter SE mode.
 - Dial command **6468 -1- Activity Index - Flag** to enable a single activity at a time.
Dial command **6468 -2- Activity Index - Activity Index - Flag** to enable a range of activities at once.
Dial command **6468 -*- Flag** to enable all activities.
- Where,

Activity Index is 1 to 48, refer the table below.

Activity Index	Meaning
01	Check In
02	Check Out
03	Guest Out
04	Guest In

Activity Index	Meaning
05	Maid In
06	Maid Out
07	Deletion of checked out phone's calls
08	Wake-up alarm set by extension
09	Wake-up alarm set by Front Desk
10	Wake-up alarm - Personal set by Front Desk
11	Wake-up alarm canceled by phone
12	Wake-up alarm canceled by Front Desk
13	Wake-up alarm answer
14	Wake-up alarm no reply
15	Wake-up alarm acknowledgment
16	Reminder (personal) set from Front Desk
17	Reminder set by Front Desk
18	Reminder set by phone
19	Reminder canceled by phone
20	Reminder canceled by Front Desk
21	Reminder answer
22	Reminder no reply
23	Reminder acknowledgment
24	Daily alarm set by phone
25	Daily alarm set by Front Desk
26	Daily alarm (personal) set by Front Desk
27	Daily alarm canceled by phone
28	Daily alarm canceled by Front Desk
29	Daily alarm answer
30	Daily alarm no reply
31	Daily alarm acknowledgment
32	Alarm notification to Front Desk
33	Guest phone busy at alarm time
34	PMS - Link down
35	PMS - Link restored
36	PMS - Invalid STX
37	PMS - No STX
38	PMS - Invalid ETX

Activity Index	Meaning
39	PMS - No ETX
40	PMS - Invalid function code
41	PMS - Invalid status code
42	PMS - Invalid room number
43	PMS - Invalid alarm time
44	PMS - SARVAM UCS cannot send message
45	PMS - SARVAM UCS buffer full
46	Call budget exhausted by guest phone
47	Emergency number dialing notification
48	PMS - Message posting failed

Flag is

0 for Disable.

1 for Enable.

Default: 1 (enabled)

- Exit SE mode.

Generating Hotel-Motel Activity Log

Hotel-Motel Activity log can be printed using the

- Front Desk User
- SA Commands using EON
- SA Commands using SLT

Using Front Desk User

For instructions to print Hotel-Motel 'Online' and 'Report' logs, refer the section [“Operating the Front Desk User”](#) in the chapter Front Desk User.

Using SA Commands from EON or SLT

- To print 'Report' log,
 - Pick up the handset. (it is assumed that the Operator is in the SA mode)
 - Dial **1072-176**.
 - Dial **1** to print Report log.
 - Dial **0** to stop/abort printing.
 - If using EON, you get a confirmatory text message and a confirmation tone. Replace handset.
 - If using SLT, you get confirmation tone. Replace the handset or you get dial tone after 3 seconds.
 - The Activity log will be printed on the assigned Destination Port.
- To print 'Online' log,
 - Pick up the handset.
 - Dial **1072-177**.
 - Dial **1** to print 'Online' log.
 - Dial **0** to stop/abort printing.

- If using EON, you get a confirmatory text message and a confirmation tone. Replace handset.
- If using SLT, you get confirmation tone. Replace the handset or you get dial tone after 3 seconds.
- The Activity log will be printed on the assigned Destination Port.

The Hotel-Motel Activity Log-Report is printed as shown below:

HOTEL ACTIVITY LOG AS ON 12-05-2016(Thu) AT 12:41

```
-----
12-05-2016 11:33:45 Checked-in : 3001 as Single
12-05-2016 11:35:00 Checked-Out: 3001 as Single
12-05-2016 11:52:01 Checked-in : 3001 as Single
12-05-2016 11:52:13 Checked-Out: 3001 as Single
12-05-2016 12:40:36 Checked-in : 3001 as Single
12-05-2016 12:40:42 Checked-Out: 3001 as Single
-----
```

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The Hotel-Motel Activity Log - Online Mode is printed as shown below:

```
12-05-2016 12:40:36 Checked-in : 3001 as Single
12-05-2016 12:40:42 Checked-Out: 3001 as Single
```

Viewing Hotel-Motel Activity Log

The Hotel-Motel Activity log can be viewed on the LCD display of the DKP, EON.

To view and acknowledge the Hotel-Motel Activity:

- Press DSS Key assigned to 'View Hotel-Motel Activity log' when the LED of the key is turned on.

OR

- If no DSS Key is assigned, dial **1072-178**.
- The LCD of the phone will display the Date -Time -Activity Index as:
<DD-MM> <HH:MM> <Activity Index>
Where,
Date is the date on which the activity was logged.
Time is the time at which the activity was logged
Activity index is the pointer to the logged activity.

The meaning of each Activity Index is described in the following table.

Activity Index	Hotel-Motel Activity	Meaning
01	Checked-in: nnnnnn as PROFILE	nnnnnn = max. 6 digit flexible number of the Room/Extension PROFILE = Check-in Profile (i.e., Single, Family or Budget)
02	Checked-Out: nnnnnn as PROFILE	nnnnnn = max. 6 digit flexible number of the Room/Extension PROFILE = Check-in Profile (i.e., Single, Family or Budget)
03	Guest Out: nnnnnn	nnnnnn = max. 6 digit flexible number of the Room/Extension
04	Guest In: nnnnnn	nnnnnn = max. 6 digit flexible number of the Room/Extension
05	Maid In: nnnnnn	nnnnnn = max. 6 digit flexible number of the Room/Extension
06	Maid Out: nnnnnn	nnnnnn = max. 6 digit flexible number of the Room/Extension
07	Checked-Out Calls Deleted by	
08	Wakeup Alarm Set HH:MM on nnnnnn by NNNNNN	HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension NNNNNN = max. 6 digit flexible number of the Extension
09	Wakeup Alarm Set HH:MM on nnnnnn by Front Desk	HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension
10	Wakeup Alarm (P) Set HH:MM on nnnnnn by Front Desk	HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension
11	Wakeup Alarm of HH:MM Canceled on nnnnnn by NNNNNN	HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension NNNNNN = max. 6 digit flexible number of the Extension
12	Wakeup Alarm of HH:MM Canceled on nnnnnn by Front Desk	HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension
13	Wakeup Alarm of HH:MM Answered on nnnnnn	HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension

Activity Index	Hotel-Motel Activity	Meaning
14	Wakeup Alarm of HH:MM No Reply on nnnnnn	HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension
15	Wakeup Alarm of HH:MM Acknowledged by nnnnnn	HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension
16	Reminder (P) Set DD-MM-YYYY HH:MM on nnnnnn by Front Desk	DD-MM-YYYY = Date in DD-MM-YYYY format HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension
17	Reminder Set DD-MM-YYYY HH:MM on nnnnnn by Front Desk	DD-MM-YYYY = Date in DD-MM-YYYY format HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension
18	Reminder Set DD-MM-YYYY HH:MM on nnnnnn by NNNNNN	DD-MM-YYYY = Date in DD-MM-YYYY format HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension NNNNNN = max. 6 digit flexible number of the Extension
19	Reminder DD-MM-YYYY HH:MM Canceled on nnnnnn by NNNNNN	DD-MM-YYYY = Date in DD-MM-YYYY format HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension NNNNNN = max. 6 digit flexible number of the Extension
20	Reminder DD-MM-YYYY HH:MM Canceled on nnnnnn by FrontDesk	DD-MM-YYYY = Date in DD-MM-YYYY format HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension
21	Reminder DD-MM-YYYY HH:MM Answered on nnnnnn	DD-MM-YYYY = Date in DD-MM-YYYY format HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension
22	Reminder DD-MM-YYYY HH:MM No Reply on nnnnnn	DD-MM-YYYY = Date in DD-MM-YYYY format HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension
23	Reminder DD-MM-YYYY HH:MM Acknowledged by nnnnnn	DD-MM-YYYY = Date in DD-MM-YYYY format HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension

Activity Index	Hotel-Motel Activity	Meaning
24	Daily Alarm Set HH:MM on nnnnnn by NNNNNN	HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension NNNNNN = max. 6 digit flexible number of the Extension
25	Daily Alarm Set HH:MM on nnnnnn by Front Desk	DD-MM-YYYY = Date in DD-MM-YYYY format HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension
26	Daily Alarm (P) Set HH:MM on nnnnnn by Front Desk	HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension
27	Daily Alarm of HH:MM Canceled on nnnnnn by NNNNNN	HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension
28	Daily Alarm of HH:MM Canceled on nnnnnn by Front Desk	HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension
29	Daily Alarm of HH:MM Answered on nnnnnn	HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension
30	Daily Alarm of HH:MM No Reply on nnnnnn	HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension
31	Daily Alarm of HH:MM Acknowledged by nnnnnn	HH:MM = Time in HH:MM format nnnnnn = max. 6 digit flexible number of the Extension
32	Alarm Notification to Front Desk for nnnnnn	nnnnnn = max. 6 digit flexible number of the Extension
33	Alarm not served, nnnnnn is Busy	nnnnnn = max. 6 digit flexible number of the Extension
34	PMS Link Down	
35	PMS Link Restored	
36	PMS - Invalid STX	
37	PMS - No STX	
38	PMS - Invalid ETX	
39	PMS - No ETX	
40	PMS - Invalid Function Code	
41	PMS - Invalid Status Code	
42	PMS - Invalid Room Number	

Activity Index	Hotel-Motel Activity	Meaning
43	PMS - Invalid Alarm Time	
44	PMS - System can not send Message	
45	PMS - Buffer Full in System	
46	Allotted Call Budget Exhausted by Room No. nnnnnn	nnnnnn = max. 6 digit flexible number of the Room/Extension
47	Emergency Number Dialed : nnnnnn	nnnnnn = max. 6 digit flexible number of the Extension
48	Fail- MESSAGE	MESSAGE = Invalid PMS Fidelio message received from PMS or PMS Fidelio message failed to send to PMS



To be able to view Hotel-Motel Activity log, a DSS key with LED must be configured by the System Engineer. Refer the section, 'Direct Station Selection Console' in the SARVAM UCS System Manual for configuration instructions.

Maid

'Maid' is an extension of the housekeeping feature Room Clean Status. It helps the Hotel Administration to keep track of the cleanliness of rooms, but also the functioning of the housekeeping staff.

This feature is to be used as follows:

- The Maid enters in guest room to clean.
- From the guest room phone, she dials the **Maid Present** code to notify her presence in the room. The SARVAM UCS will change the room clean status from **Dirty** to 'Maid Present'.
- She cleans the room.
- She dials the **Clean** code to notify that the room is now clean.
- She leaves the room.
- If the Hotel has the practice of having rooms inspected before certifying it as clean, the Maid dials the **To be Inspected** code before leaving the room.
- If she is leaving the room without cleaning it⁵⁸, she dials the **Dirty** code. The system will change the clean status of this room from 'Maid is in Room' to 'Dirty'.
- If she finds that any object or facility in the room is not working or requires repair, she dials the **Out of Service** code before leaving the room.



- *The maid can also call up the Operator to have maid presence and room clean status changed from the Front Desk.*
- *For this feature to work, it must be enabled in the Class of Service (CoS) for the guest room phone. Ensure that the Station Basic Feature Template assigned to the guest room phones have CoS with 'Change Room Clean Status' enabled.*

Configuring Maid Command

By default, when Customer Profile of the system is selected as Hotel, the Station Basic Feature Template # 45 is assigned to all guest room phones.

The Station Basic Feature Template # 45 has 'Change Room Clean Status' enabled in the Class of Service (CoS) group (CoS group 19). Hence, by default the feature Maid is allowed on all guest room phones.

In case Maid feature is to be denied to a room phone, following steps should be followed:

1. Define a CoS group with 'Change Room Clean Status' disabled.
2. Prepare a Station Basic Template with this CoS group applicable in all the time zones.
3. Assign this newly prepared Station Basic Feature Template to the room phone on which the Maid Command is to be disabled.

Changing Clean Status from Guest Room

Recollect that maid and room clean status indicators can be changed from the Front Desk, by the Operator too.

The following instruction is for the Maid only. For instructions for the Operator, refer the topic Room Clean Status.

58. *For any reason, such as guest is present in the room and does not want the room to be cleaned, or wants it to be cleaned later, or allows the room to be cleaned only partially.*

The commands to change the Clean Status from the guest room phone are applicable when no PMS is installed as well as for the proprietary PMS Protocols, Matrix PMS Type1 and Matrix PMS Type2.

- When no PMS is used or when the proprietary PMS Protocols, Matrix PMS Type1 and Matrix PMS Type2 is used

- To change the Clean Status from the guest room phone,
 - Pick up the handset.
 - Dial **1054-1** to set 'Maid in Room'
 - Dial **1054-2** to set 'Room is Dirty'
 - Dial **1054-3** to set 'Room is Clean'
 - Dial **1054-4** to set 'Room is to be Inspected'
 - Dial **1054-5** to set 'Out of Service'
 - Replace the Handset.

- PMS protocol used is Micros Opera

To change the Clean Status from the guest room phone,

- Pick up the handset.
- Dial **1054-1** to set 'Dirty'
- Dial **1054-2** to set 'Clean'
- Dial **1054-3** to set 'Inspected'
- Replace the Handset.

- PMS protocol used is Extended Starlight

To change the Clean Status from the guest room phone,

- Pick up the handset.
- Dial **1054-1** to set 'Dirty'
- Dial **1054-2** to set 'Clean'
- Dial **1054-3** to set 'Clean Checked'
- Replace the Handset.

Viewing Maid Presence

The Operator may view the whether Maid is present in a room using only, using Room Status.

To view Maid presence:

- Log into the Front Desk User.
- Open the **Room Status** form.

- Select the following search criteria:
 - Room Type = All
 - Occupancy status = Any
 - Clean status = Maid Present.

- Click the **List Down** button.

All rooms, irrespective of occupancy status and room type, where the Maid is present will appear in the 'Clean Status' column of the "[Room Status Report](#)".



- *The system will record maid presence only if the maid has notified the system by dialing the 'Maid is in Room' code or informed the Operator of her presence in the room.*
- *If check-in profile = Single or Family, Clean Status set by Maid will be applicable to the room as well as to all phones in the room.*
- *If check-in profile = Budget, Clean Status set by Maid will be applicable to the guest phone only.*

Mini Bar

Hotels offer Mini Bar in the room for the guest. The Mini Bar has edibles like mineral water, beverages, chocolates, snacks, etc. The guest can consume these items as per his wish.

Room Service Staff replenishes the stock of edibles and informs verbally about the consumption to the administration department. The administration department enters these details manually in the property management system.

Hotel Management wants the Mini Bar details (of consumption) to be sent to the hotel management system (Property Management System) automatically (without any verbal communication). SARVAM UCS offers a feature, viz. Mini Bar to serve this requirement.

When using SARVAM UCS, on replenishing the Mini Bar stock, the room service staff must dial a code followed by Item number and quantity from the room phone (the quantity can be the quantity consumed or the quantity remaining in the Mini Bar. The Hotel administration must define whether 'quantity' denotes number of items consumed or number of items remaining. The SARVAM UCS on receiving this information passes it on to the PMS. The SARVAM UCS does not store the Item number or the quantity consumed anywhere in its database. The SARVAM UCS only acts as a conduit to pass the Mini-bar details to the PMS.

To use this feature,

- The Hotel administration needs to code (and tag, if required) each item kept in the Mini Bar (For example Mineral Water = 01, Heineken Beer = 02, Diet Coke = 03, etc.) and train the hotel staff to dial the Mini Bar details' command from the room phone.
- No specific configuration is required in SARVAM UCS for this feature to work except for enabling the Class of Service (CoS) of Mini Bar details for the Station (Room Phone). Please ensure that the Station Basic Template assigned to the room phone has CoS Group with Mini Bar details enabled.



- *Mini Bar feature will work only,*
 - *From the Room Phone.*
 - *For guests who are checked in.*
 - *If 'Mini Bar Details' is enabled in the Class of Service of the Room Phone.*
- *Matrix Type 1 PMS Protocol supports Mini Bar posting to PMS server.*
- *If the PMS link is down when the Mini Bar command issued, the Mini Bar details are buffered in the SARVAM UCS and subsequently sent to the PMS when the PMS link is restored.*
- *Matrix Type 2 protocol does not have any command to send the Mini Bar details to the PMS. So where this protocol is used, if the room service staff issues Mini Bar command, confirmation tone is issued but the command is not sent to the PMS. However, Matrix Type 2 PMS protocol supports user definable fields, which can be used to convey Mini Bar details to PMS software. User definable fields can be used only if it is supported by the external PMS software. In which case, Mini Bar details will be sent to the PMS using the feature access code of 'User Definable Fields'.*

Configuring Mini Bar

By default, when Customer Profile of the system is selected as Hotel, Station Basic Feature Template Number 45 is assigned to all the guests' room phones and Station Basic Feature Template Number 50 is assigned to all the administration phones. Station Basic Feature Template Number 45 and 50 both have Mini Bar details enabled in the CoS groups applicable to them. Hence, no change is required.

In case 'Mini Bar details' is to be denied to a room phone,

1. Define a CoS group with Mini Bar details disabled.
2. Prepare a Station Basic Template with this CoS group applicable in all the time zones.
3. Assign this newly prepared Station Basic Feature Template to the room phone on which 'Mini-bar details' is to be disabled.

Using Mini Bar

To update the consumption of edible items, the room service staff must dial the following code sequence:

1056-Item Code-Quantity

Where,

Item Code is of two-digits. (as defined by the Hotel Administration)

Quantity is of two-digits.

For example:

Guest A is checked into room 101 with room phone number 2001. The refrigerator is stocked with ten bottles of Mineral Water (item code 01) and one packet of butter (item code 04) and two packets of cheese (item code 05). The next day, room service finds that four bottles of water, one packet of butter and one packet of cheese have been consumed by the guest.

The room service staff should dial the following commands (for each item, one-by-one) from room phone 2001:

1056-01-04 (4 bottles of mineral water are consumed)

1056-04-01 (1 packet of butter is consumed)

1056-05-01 (1 packet of cheese is consumed)



If the Hotel Management has defined the quantity as number of unused items, it should train the room service staff to dial in the quantity = number of unused item in instead of number of consumed items. Please note that this would also depend upon the way the PMS is configured to interpret this information.

Message Wait

SARVAM UCS offers the 'Message Wait' feature to ensure that guests do not miss important calls made to them in their absence.

This is done in two ways:

- When a guest is not present in his/her room⁵⁹, calls for the guest can be taken by the Operator. The Operator can ask the callers to leave a message, and later give the message to the guest on his/her return.

OR

- Calls can be forwarded to the Voice Mail System of the hotel. The guest can access the mailbox and listen to the messages left by the callers.

Both are accomplished by way of a “[Message Wait Indications](#)” set on the guest phone, to inform the guest about the new messages.

Message Wait Notification can be set:

- manually by the Operator or any other administration station for a guest room phone. It can be set also by any other administration phone such as Room Service, Travel Desk, etc. when they are unable to reach the guest.
- automatically by the Voice Mail System, whenever a new message lands in the mailbox assigned to the guest.
- at a time, a guest room phone can have 4 Message Wait notifications. In addition to the New Message Wait Notification from the Voice Mail System, up to three Message Wait Notifications can be set by the Operator/Administration staff.

On receiving the “[Message Wait Indications](#)”, the guest needs to dial the 'Retrieve New Message' feature access code to listen to the message(s).

Message Wait set by Operator

Message Wait set by Operator works as follows:

- When the Operator is unable to reach the guest, s/he dials a code to set Message Wait Notification on the guest room phone.
- The guest finds the Message Wait Notification set on his/her room phone.
- The guest must dial the 'Retrieve New Message' feature access code.
- When the guest dials the feature access code, the system places a call to the Operator/administration phone. The text 'MW Call' and the guest phone number is displayed on the Operator's phone to inform that it is a Message Wait Call set by him/her for that phone number.
- The Operator/administration staff delivers the message to the guest.
- The Message Wait Notification will be turned off, and the system will clear the message wait notification on guest phone, provided no further message wait is set on it.

Message Wait Notification will be automatically cleared, when the guest retrieves all new messages. However, if the Operator/administration staff wants to cancel a Message Wait set for a guest, before the guest can retrieve it, it must be cancelled manually by them.

59. Guest-Out or “[Do Not Disturb](#)” is set on the guest room phone.

Message Wait set by Voice Mail System

Message Wait set by the Voice Mail System works as follows:

- Callers leave voice mail for the guest.
- When there is a new message in the mailbox of the guest phone, the system automatically turns on the Message Wait Notification on the guest's phone.
- The guest must dial the 'Retrieve New Message' feature access code to access the mailbox and listens to the messages left by the callers.
- When the guest dials the 'Retrieve New Message' code, the system places a call to the mailbox assigned to the guest.
- The guest can listen to the waiting message by following the voice prompts.
- The Message Wait Notification will be turned off, and the system will clear the message wait notification on guest phone, provided no further message wait is set on it.

Message Wait set by Voice Mail System is cleared by the system only after the guest has heard new message(s). It cannot be cleared manually.

Message Wait Indications

The guest is notified automatically of the new messages by way of any one of the following indicators on the room phone:

- **Stuttered Dial Tone/Voice Message:** When the guest lifts handset s/he will hear a voice message, if a pre-recorded Voice Module has been assigned for Message Wait Notification. If no voice module is recorded and assigned, the guest will hear a stuttered dial tone instead.

When the guest lifts the handset, s/he gets connected to a pre-configured voice module, which informs that s/he has a new message. The guest must dial the code for retrieving the message(s). If you want voice message to be played as message wait notification, record and assign a Voice Module. Refer *Voice Message Applications* in the SARVAM UCS System Manual for configuration instructions.

If the guest hears stuttered dial tone, the guest must dial the Message Wait retrieval code. The system will place a call to the guest's mailbox or to the Operator/administration phone that has set the message wait. Once the message(s) is retrieved by the guest, the dial tone will return to normal.



SARVAM UCS can play only 9 Voice Modules simultaneously. The Voice Module for Message Wait Notification will not be played if there are already 9 being played simultaneously. In which case, Stuttered Dial Tone will be played for Message Wait Notification, when the guest goes Off-Hook.

- **Ring:** When a new Message Wait is set on the guest room phone, the system will play *Message Wait Ring* (Short, Fast) on the guest phone. See *Distinctive Rings* under *System Parameters* in the SARVAM UCS System Manual.

The guest room phone will ring for the duration of the Message Wait Ring Timer (default: 30 seconds), for as many times as the Message Wait Ring Count (default: 10 times), at the interval set as the Message Wait Ring Timer Interval (default: 30 minutes).

If the guest is present in the room when the Message Wait call rings, the guest can answer the call. The system connects the call to the VMS or to the Operator/administration phone that set Message Wait for the guest, displaying the guest phone number.

- **Stuttered Dial Tone + LED Lamp (High Voltage):** If the guest room phone is a standard hotel phone (SLT) and the phone is OFF-Hooked, the guest will hear a stuttered dial tone and if the SLT has a 'Message Wait' lamp, the lamp will blink continuously using High Voltage. When the guest retrieves all the waiting messages, the LED will be turned off and the stuttered dial tone will stop.
- **Stuttered Dial Tone + LED Lamp (Polarity Reversal):** If the guest room phone is a standard hotel phone (SLT) and the phone is OFF-Hooked, the guest will hear a stuttered dial tone and if the SLT has a 'Message Wait' lamp, the lamp will blink continuously using Polarity Reversal. When the guest retrieves all the waiting messages, the LED will be turned off and the stuttered dial tone will stop.
- **LED Lamp (High Voltage):** If the SLT has a 'Message Wait' lamp, it will blink continuously using High Voltage. When the guest retrieves all the waiting messages, the LED will be turned off.
- **LED Lamp (Polarity Reversal):** If the SLT has a 'Message Wait' lamp, it will blink continuously using Polarity Reversal. When the guest retrieves all the waiting messages, the LED will be turned off.



- *If the guest room phone is a digital key phone (EON), the LED of the Voice Mail Key and the 'Retrieve New Message' key (if assigned) will be turned on to indicate waiting messages. This is irrespective of message wait notification type assigned to the EON. When the guest presses the key, call will be placed to the Operator/administration phone/Voice Mail System that has set the message wait. The LED of the Voice Mail key will be turned off, after all new voice messages are retrieved. LED of 'Retrieve New Message' will get turned off when there is no new message in Voice mail and no further message wait is set by operator/other users.*
- *When more than one Message Wait is set on a guest phone, the system will retrieve the messages in the chronological order, retrieving the earliest message first and the latest message last.*
- *If there are more than one message wait set by both Operator/administration staff and Voice Mail System, the waiting message(s) in the mailbox of the Voice Mail System will be given priority in retrieval. The system will dial the mailbox first. Only when all new messages in the mailbox have been heard, the system will dial the Operator/administration phone to retrieve waiting messages set by them.*
- *"Message Wait Indications" on the guest phone will not be cleared until the guest has retrieved all waiting messages set by Operator/administration staff and Voice Mail System.*
- *Guests cannot cancel Message Wait Notification set on their phones.*
- *For the Message Wait feature to work, the Installer must configure the "Configuring Message Wait Indication Type".*
- *The Message Wait Ring Timer, the Message Wait Ring Count and the Message Wait Ring Timer Interval are configurable.*
- *In default settings, Guest cannot set message wait to other guest phones. If the guest is to be allowed to set message wait on other room phones and on the on Operator phone, the Class of Service (CoS) group assigned to the guest phone must have 'Message Wait' feature enabled in it.*

Configuring Message Wait

Whenever there is a new message in the mailbox Voice Mail System (VMS) will automatically set message wait for the guest phone. Therefore no specific configuration is required for Message Wait set by VMS.

By default, all 'Administration' Phone users are allowed to 'Set/Cancel Message Wait' on other phones. Thus, all 'Administration' phone users can set message wait on 'Guest' phones as well as on other 'Administration' phones. No specific configuration is required.

However, if the 'Set/Cancel Message Wait' feature is to be denied to any of the administration phones, follow these steps:

1. Define a CoS group with 'Message Wait Set/Cancel' disabled.
2. Prepare a Station Basic Template with this CoS group applicable in all the time zones.

3. Assign this newly prepared Station Basic Feature Template to the administration phone on which 'Set/Cancel Message Wait' is to be disabled.

'Retrieve New Message' is allowed to all extensions of the SARVAM UCS, which includes guest room phones and administration phones. So, no configuration is required for this.

Configuring Message Wait Indication Type

The only configuration required for the Message Wait feature on guest room phones is to define the Message Wait Indication Type for the phones. Message Wait Indication Type is set in the *Extension Voice Mail Settings under Configuring Voice Mail System*. Refer the *SARVAM UCS System Manual* for instructions on configuring Voice Mail Settings of extensions.

The default Access Codes can be changed by the installer/System Engineer of the hotel. Refer the topic 'Access Codes' in the *SARVAM UCS System Manual*.

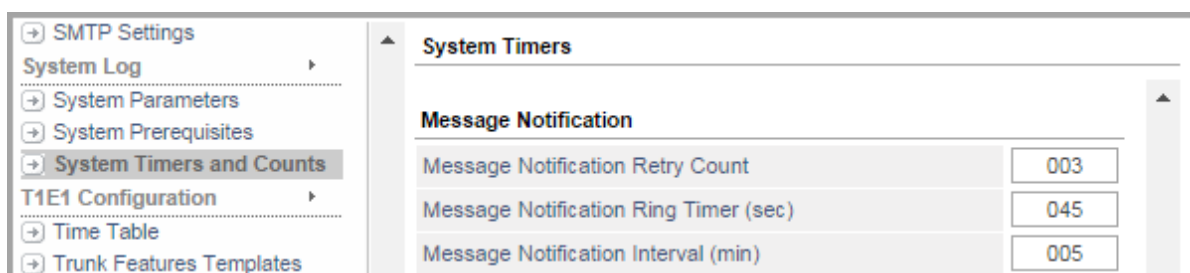
Configuring Message Wait Ring Timer, Count and Interval

If you have selected 'Ring' as the Message Wait Indication Type, configure the Message Wait Ring Timer, Ring Count and Ring Timer Interval using either:

- SE web pages
- SE commands

To configure these parameters using SE web pages:

- Log in as System Engineer.
- Under **Configuration**, click **System Timers and Counts**.



System Timers	
Message Notification	
Message Notification Retry Count	003
Message Notification Ring Timer (sec)	045
Message Notification Interval (min)	005

- Set the Message Wait Ring Timer, Ring Count and Ring Timer Interval to the desired value.
- Click **Submit** at the bottom of the page to save the changes.

To configure Message Wait Ring Timer using SE commands:

- Enter SE mode.
- Dial command **4404-Message Wait Ring Timer**
Where,
Message Wait Ring Timer is from 000 to 255.
Default: 30 seconds.
- Exit SE mode.

To configure Message Wait Ring Count using SE commands:

- Enter SE mode.
- Dial command **4403-Message Wait Ring Count**
Where,
Message Wait Ring Count is from 000 to 255.
Default: 10 times.
- Exit SE mode.

To configure Message Wait Ring Timer Interval using SE commands:

- Enter SE mode.
- Dial command **4405-Message Wait Ring Timer Interval**
Where,
Message Wait Ring Timer Interval is 000 to 255.
Default: 30 minutes.
- Exit SE mode.



- *By default, 'Guest' phones are not allowed to set Message Wait on other phones.*
- *However, if the Hotel wishes to provide this facility to the guest room phones, the 'Set/Cancel Message Wait' feature must be enabled in the Class of Service group allowed to the guest room phones.*
- *If the Hotel wishes to provide this facility to selected guest room phones, the Installer is advised to create a separate Station Basic Feature Template with the 'Message Wait Set/Cancel' feature enabled in the Class of Service and apply this template on the selected guest room phones. The Installer must follow these steps:*
 - Define a CoS group with 'Message Wait Set/Cancel' enabled.*
 - Prepare a Station Basic Template with this CoS group applicable in all the time zones.*
 - Assign this newly prepared Station Basic Feature Template to the guest room phone(s) on which 'Message Wait Set/Cancel' is to be enabled.*

Setting Message Wait

Message Wait can be set:

- By the Operator for the guest.
- By the Voice Mail System automatically.

Message Wait set/canceled by Operator

The Operator can set or cancel Message Wait for a guest using:

- Front Desk User
- SA Command from EON
- SA Command from SLT

Using Front Desk User

- Log into Front Desk User
- Open **Guest Search** form.

- Enter Guest/Room/Phone Number to reach the **Guest Services** page of particular Guest.

- To set Message Wait:
 - Click **Message Wait** button under the Guest Privileges tab to set Message Wait.
 - The color changes to RED to indicate Message Wait is set.
- To cancel Message Wait:
 - Click Message Wait button lighting with red color under the Guest Privileges tab.
 - The color is turned off, indicating Message Wait is canceled.

Using SA Command from EON

Using DSS Key:

- To set Message Wait:
 - Press the DSS key assigned for 'Message Wait' function.
 - Enter the Phone Number on which message wait is to be set.
 - Select 'Set Message Wait' and Press 'Enter' key to set Message Wait.
 - You get a confirmation tone with text message showing phone number on which Message Wait is set.
 - Go Idle or you get dial tone after 3 seconds.
- To cancel Message Wait:
 - Press the DSS key assigned for 'Message Wait' function.
 - Enter Phone Number to which message set earlier is to be cancelled.
 - Scroll to reach 'Cancel Message Wait' and Press 'Enter' key.
 - You get a confirmation with text message showing phone number on which Message Wait is cancelled.
 - Go Idle or you get dial tone after 3 seconds.

Using Command:

- To set Message Wait,
 - Pick up the handset.
 - Dial ***1076**.
 - Enter Phone Number on which message wait is to be set.
 - Dial **'1'**.

OR

Select 'Set Message Wait' and Press 'Enter' key, to set Message Wait.

- You get a confirmation tone with text message showing phone number on which Message Wait is set.
- Go Idle or you get dial tone after 3 seconds.
- To cancel Message Wait,
 - Pick up the handset.
 - Dial ***1076**.
 - Enter Phone Number on which message wait is to be cancelled.
 - Dial **'0'**.

OR

Scroll to reach 'Cancel Message Wait' and Press 'Enter' key.

- You get a confirmation tone with text message showing phone number on which Message Wait is cancelled.
- Go Idle or you get dial tone after 3 seconds.

Using SA Command from SLT

- To set Message Wait,
 - Pick up the handset.
 - Dial ***1076-Phone Number-1**.
 - You get confirmation tone.
 - Replace the handset on the cradle.
- To cancel Message Wait set earlier,
 - Pick up the handset.
 - Dial ***1076-Phone Number-0**.
 - You get confirmation tone.
 - Replace the handset on the cradle.



- *If Message Wait is to be set by any other administration extension like Room Service, Travel Desk, etc., use commands (from EON and SLT) as described above.*
- *If the check-in profile is Single, Message Wait set for any phone shall be applicable to all the phones in the room.*
- *If the check-in profile is Family, Message Wait set for a phone shall be applicable to that particular phone only.*
- *If the check-in profile is Budget, Message Wait set for any phone shall be applicable to that phone only.*

Retrieval of Message Wait by Guests

Guests can retrieve the message waiting for them, set by the Operator/administration station as well as Voice Mail System, by dialing the 'Retrieve New Message' feature access code.



The feature Access Code for retrieving messages is the same for all extension types (SLT, DKP, ISDN Terminals, SIP extensions).

Guests using EON

- Press DSS Key assigned for "Retrieve New Message". (if it is glowing)

Or

- Press DSS Key assigned for “Voice Mail”. (If it is glowing)

Guests using SLT

- Lift handset.
- Dial ***1077**.
- Call will be placed to VMS (if new voice mail) or to operator/other phone which has set message wait.
- Talk/retrieve message from Voice Mail System.
- Go idle.
- Repeat until Message Wait Notification is turned off.

Occupancy Status

The Hotel Administration needs to monitor the occupancy status of the rooms to be able to rent out rooms efficiently.

SARVAM UCS offers the feature 'Occupancy Status' to meet this requirement. This feature provides at-a-glance the number of rooms vacant, occupied, reserved and guaranteed. So, the Operator can allot rooms quickly and efficiently. It also allows changing the 'Occupancy Status' of the room/phone as required.

The system offers the four occupancy status indicators:

- **Vacant:** The room is vacant and can be rented.
- **Occupied:** The room is checked-in and occupied by a guest.
- **Reserved:** The room has been booked for a guest, but the guest has yet to check in or pay. The room cannot be rented to another guest for a time period (depends on the room booking and payment practices of the Hotel).
- **Guaranteed:** The room has been booked for a guest with advance payment/deposit. The room cannot be rented unless the guest cancels booking (depends on the room booking and payment practices of the Hotel).

The Occupancy Status feature works as follows:

The occupancy status of a guest room is changed automatically to 'Vacant' when the Operator

- checks out a guest from a room
- shifts a guest from the room (the old room is designated as 'Vacant')

The occupancy status of a guest room is changed automatically to 'Occupied' when the Operator

- checks in a guest into a room
- shifts a guest to the room (the new room is designated as 'Occupied')

This also works the other way round; it is possible to change occupancy status of the room/phone manually (without using check-in/check-out command/form).

- When occupancy status is set manually to 'Vacant', all conditions of check out will apply.
- When occupancy status is set manually to 'Occupied', the conditions of check in will apply.
- The occupancy status of a guest room can be changed manually to 'Reserved' or 'Guaranteed' as required.



- *No specific configuration is required for this feature to work.*
- *Though occupancy status 'Vacant' and 'Occupied' are set automatically at every check-out and check-in respectively, these can be changed at any time manually by the Operator.*
- *Changing room occupancy status to 'Vacant' will check out the room, and changing occupancy status to 'Occupied' check in the room. This makes it possible for the Operator to check-in and check-out guests by changing the occupancy status of the room, without using the Check-In and Check-Out forms or dialing Check-In and Check-Out commands.*

- But all other Check-In parameters like 'Guest Name and Title', 'Guest Group', 'Call Budget Amount', etc. have to be set individually.

Changing Occupancy Status

Occupancy status of rooms is changed automatically to 'Vacant' and 'Occupied' at every check-out and check-in respectively. However, it can be changed by the Operator manually using:

- Front Desk User
- SA Command from EON
- SA Command from SLT

Using Front Desk User

- Log into Front Desk User.
- Open **Guest Search** form.

Guest Search	
<input type="radio"/> Guest Number	<input type="text"/>
<input type="radio"/> Guest Name	<input type="text"/>
<input checked="" type="radio"/> Room Number	305
<input type="radio"/> Phone Number	<input type="text"/>
<input type="button" value="Submit"/>	

- Search Guest by Guest Number/Room Number/Phone Number.
- Click **Submit**.
- The **Guest Services** form for the particular guest will open.

- If check-in profile of the guest is Single or Family, change **Occupancy Status** of the Room, in the Room Profile Section.

The screenshot shows the 'Guest Services' interface. On the left is a sidebar with various system functions. The main area is divided into two panels: 'Guest Profile' and 'Room Profile'. In the 'Room Profile' panel, the 'Occupancy Status' dropdown menu is open, displaying four options: 'Occupied' (highlighted), 'Vacant', 'Reserved', and 'Guaranteed'. A mouse cursor is pointing at the 'Occupied' option. Below the dropdown is a 'Submit' button. The 'Room Number' is 305 and 'Room Phones' is 3005.

- If check-in profile of the guest is Budget, change the **Occupancy Status** under Guest Privilege.
- Click **Submit** to save change.

Using SA Command from EON

Using DSS Key:

- Press the 'Change Occupancy Status' key.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room or the Phone number as the case may be⁶⁰.
- Scroll to select the desired occupancy option:
 - Vacant
 - Occupied
 - Reserved
 - Guaranteed
- Press 'Enter' key.
- You will get a confirmatory text message showing the occupancy status set for the room/phone number and confirmation tone.

Using Command:

- Pick-up the Handset. (It is assumed that the Operator is in SA mode)
- Dial **1072-908**.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room or the Phone number as the case may be.
- Scroll to select the desired occupancy option:
 - Occupied
 - Vacant
 - Reserved
 - Guaranteed
- Press 'Enter' key.
- You will get a confirmatory text message showing the occupancy status set for the room/phone number and confirmation tone.

60. Dial Room if the Check-In Profile is Family or Single. Dial Phone Number, if Check-In Profile is Budget.

Using SA Command from SLT

- Pick up the Handset. (It is assumed that the Operator is in SA mode)
- Dial **1072-908**, you get feature tone.
- Dial Room Number/Phone Number, you get feature tone.
 - Dial **1** for 'Occupied'
 - Dial **2** for 'Vacant'
 - Dial **3** for 'Reserved'
 - Dial **4** for 'Guaranteed'
- You get confirmation tone.
- Replace the Handset on the cradle or you get dial tone after 3 seconds.



- *If Check-In profile of the guest is Single or Family, occupancy status of the 'Room' is changed.*
- *Therefore, to check in/check out a guest as Single or Family, the Operator must change the occupancy status of the 'Room'.*
- *If the check-in profile of the guest is Budget, the occupancy status of the 'Phone' is changed. So, to check in/check out a guest as Budget, the Operator must change the occupancy status of the 'Phone'.*

Viewing and Printing Occupancy Status

The Operator can view and print the Occupancy Status of rooms, so that s/he can allot rooms quickly and efficiently.

The Occupancy Status of the rooms can be viewed from the Front Desk User, using [“Guest Search”](#) or by printing the [“Room Status Report”](#).

Occupancy status is part of the room status report, which can be printed using:

- Front Desk User
- SA Command from EON
- SA Command from SLT



- *COM or USB to COM port must be assigned for 'Hotel Reports'. Computer must be interfaced to the assigned COM or USB to COM port.*
- *When the Operator prints Room Status Report using SA commands, the system will print the entire [“Room Status Report”](#), instead of sorting rooms by occupancy status.*

Using Front Desk User

- Log into the Front Desk User.
- Open the **Room Status** form.

The screenshot shows a web application interface. On the left is a vertical menu with the following items: Check-In, Check-Out, Guest Search, Guest Status, Room Status, Call Budget Status, Wakeup Alarm Status, Wakeup Call Log, and Reminder Status. The 'Room Status' item is highlighted. The main area of the page is titled 'Room Status' and contains three dropdown menus: 'List' (set to 'All'), 'Rooms having occupancy status' (set to 'Any'), and 'and clean status' (set to 'Any'). Below these dropdowns is a button labeled 'List Down'.

- Select the following search criteria:

- Room Type = All.
- Occupancy status = Select 'Any' or the desired option. (vacant, occupied, reserved, guaranteed)
- Clean status = 'Any'.
- Click the **List Down** button.

The occupancy status of rooms will appear in the format of the “[Room Status Report](#)”.

Check-In Check-Out Guest Search Guest Status Room Status Call Budget Status Wakeup Alarm Status Wakeup Call Log Reminder Status Reprint Check-Out Report Guest Shift Delete Checked-Out Calls Call Forward - All Rooms Call Block Hotel-Motel Activity Log	Room Status						
	Room Number	Check-In Profile	Phone Number	Occupancy Status	Guest Presence	Clean Status	Call Privilege
	301	Single	3001	Vacant		Clean	All Calls
	302	Single	3002	Vacant		Clean	All Calls
	303	Single	3003	Occupied	Guest-In	Clean	All Calls
	304	Single	3004	Occupied	Guest-In	Clean	All Calls
	305	Family	3005	Occupied	Guest-In	Clean	All Calls
	306	Single	3006	Vacant		Clean	All Calls
	307	Single	3007	Vacant		Clean	All Calls
	308	Single	3008	Vacant		Clean	All Calls
	309	Single	3009	Vacant		Clean	All Calls
	400	Single	3010	Vacant		Clean	All Calls

- Click the **Print** button on the form to print this page.

Using SA Command from EON

Using DSS Key:

- Press the 'Print Room Status Report' key.
- You will receive Room Status Report on the destination port as assigned.

Using Command:

- Pickup the Handset.
- Dial **1072-912**.
- You will receive Room Status Report on the destination port as assigned.

Using SA Command from SLT

- Pick up the Handset.
- Dial **1072-912**.
- You will receive Room Status Report on the destination port as assigned.

Off-Hook Alert

When the handset of a guest room phone is not placed correctly,

- It will not be possible for the Operator to call the guest.
- Incoming calls will not reach the guest phone.
- Alarm calls will not be placed on the guest phone.

To avoid this inconvenience, the SARVAM UCS supports the feature 'Off-Hook Alert, whereby the system detects and informs the Operator of the guest room phone that remains Off-Hook accidentally.

To give operator an Off-Hook Alert,

- SARVAM UCS places a call on the Operator's phone.
- It displays a text message on the Operator's phone: "<extension number> Stand-By"
- When the Operator answers the call, s/he is played a confirmation tone, the text message "Hangup <extension number> Properly" is displayed.
- The Operator can now send any Hotel staff to inform the guest to place the handset of the phone correctly.

If the room phone is an SLT, Off-Hook Alert will be given to Operator phone only. The Operator phone can be an EON or a SLT with CLI support.

If the guest room phone that is Off-Hook is EON, the SARVAM UCS will activate 'Off-Hook Alert' on the guest room phone, by playing the Error Tone continuously, on speaker to draw the attention of the guest.

While the Error Tone for Off-Hook Alert is being played on the room phone, if the guest presses the Speaker key, the Error Tone will continue to be played on the handset until it is replaced correctly.



- *For this feature to work, the 'Off-Hook Alert to Operator' flag must be enabled by the Installer in the 'System Parameters'.*
- *Operator phone must be DKP (EON) or a SLT with CLI support; guest room phones may or may not be DKP.*
- *Off-Hook Alert is not restricted for room phones only. The Operator phone will be given Off-Hook Alert also for other administration phones in the Hotel.*

Configuring Off-Hook Alert

The Installer can enable the "Off-Hook Alert to Operator" flag using:

- Quick Installation Wizard-Hotel
- SE Web Pages
- SE Command

Refer the section "[Setting Up SARVAM UCS for Hospitality Application](#)" for instructions on setting the Off-Hook Alert to Operator flag using the Installation Wizard.

To enable Off-Hook Alert to Operator from SE web pages:

- Login as System Engineer.

- Under **Configuration**, click **System Parameters** page.

System Parameters	
MoH Source when Station kept on Hold	Internal (VM-01)
MoH Source when Trunk kept on Hold	Internal (VM-01)
Play MOH to Queued Internal Calls on DKP/SIP Extension	<input type="checkbox"/>
Give Off-hook Alert to Operator	<input checked="" type="checkbox"/>
Day/Night Mode	Operate System as per Timetable assignment
Emergency Dialing Reporting	<input checked="" type="checkbox"/>
Replace '+' from CLI	<input type="checkbox"/>
Replace '+' from CLI with the number string	
Disconnect Built-In Auto Attendant Call, when dialed number is busy	<input type="checkbox"/>
Disconnect Built-In Auto Attendant call, when dialed number is not responding	<input type="checkbox"/>
Disconnect Built-In Auto Attendant call, when caller does not dial any digit	<input type="checkbox"/>
If Extension creating 3 party conference, disconnects during Conference	Transfer the Call
Play Beep when Conference/Dial-in Conference begins	<input checked="" type="checkbox"/>

- Go to the parameter **Off-Hook Alert to Operator**, select the check box to enable the flag.
- Click **Submit** to save the change.

To configure Off-Hook Alert using SE command:

- Enter as SE mode.
- Dial command **5333-1** to enable the flag.
- Dial command **5333-0** to disable the flag.
- Exit SE mode.

Preset Call Forward

If you do not want guests to set/cancel Call Forward manually, you can set Preset Call Forward. With Preset Call Forward calls landing on a guest room phone can be automatically forwarded to their Voicemail or to another Rooms Phone Number (SLT, DKP, SIP) or Department Group. This way, guests can ensure that callers can reach them and that they do not miss calls when they are not present in their room or when they are busy.

Preset Call Forward options can be configured for each time zone by the SE only and this feature is independent of the Class of Service assigned to the guests. The guests will not have to manually set Call Forward. However, if Preset Call Forward is set and the guests also set Call Forward from their room phones, it will have a priority over Preset Call Forward. When guests cancel Call Forward from their room phones, the Preset Call Forward option will be applicable automatically.

The Preset Call Forward feature of SARVAM UCS offers the following forwarding options:

- **When Busy** - calls are forwarded to the destination phone number only when the called guest's phone is busy.
- **When No Reply** - calls are forwarded to the destination phone number only when the called guest does not answer the phone. The default time is 30 seconds for all extensions and can be changed by configuring the Call Forward No-Reply Timer.
- **When Busy or No Reply** - calls are forwarded to the destination phone number when the called guest's phone is either busy or does not reply.



- *Preset Call Forward cannot be cancelled by the guest's.*
- *The system supports only single-point Preset Call Forward, which means, if the destination extension has also forwarded its calls, the call will not follow the forwarding path. For example: Calls for guest A are forwarded to guest B. Preset Call Forward is also set on the phone of guest B with C as the destination number. In this case, Calls for A will land on B and calls for B will land on C. Calls for A will not land on C.*
- *Only one Preset Call Forward Type can be set for each Time Zone. Every new Preset Call Forward Type set overrides the previous one.*

Configuring Preset Call Forward

The Preset Call Forward feature requires following configuration:

- settings Preset Call Forward for the desired time zone.
- changing the 'Call Forward No-Reply Timer' in Station Advanced Feature Template, if desired by the Hotel.

Configuring Preset Call Forward

Preset Call Forward can be set using the SE web pages only.

To change the Preset Call Forward to Voice Mail using SE web pages,

- Log in as System Engineer.
- Under **Configuration**, click **Station Advance Features Templates**.
- For the desired time zone select the desired Preset Call Forward Type.
- Select the desired destination for the selected Preset Call Forward.

- If you do not want to apply Preset Call Forward, select None as the Forward Type.

Configuring Call Forward Ring Timer

For both Call Forward options When No Reply and When Busy or No-Reply, the Installer must configure the 'Call Forward No Reply Timer'. This is the time in seconds for which the system waits for the extension to answer the call. If the call is not answered within this time period, the system considers it as 'No Reply' and the call is then forwarded to the phone number or Voice Mail set as the destination for forwarded calls from that extension.

Call Forward No-Reply Timer is set to 30 seconds as default and can be configured as per user preference. To configure this timer, go to the Station Advanced Feature Template.

The Call Forward No Reply Timer can be configured using:

- SE web pages
- SE commands

To configure Call Forward No-Reply Timer using SE web pages:

1. Log in as System Engineer.
2. Under **Configuration**, click **Station Advanced Feature Template** to open the page.
3. Select an Advanced Feature Template number. (by default Template 50 is assigned to all guest room phones)
4. Go to the column **Call Forward No-Reply Timer (Sec.)**.
5. Change to the desired value.
6. Click **Submit** at the bottom of the page to save changes.

Template No.	Caller ID Presentation while Transfer	Call Forward No Reply Timer (sec)	Preset Call Forward (WH)	
			Forward Type	Destination
42	Transferring Party	030	None	Voice Mail
43	Transferring Party	030	None	Voice Mail
44	Transferring Party	030	None	Voice Mail
45	Transferring Party	030	None	Voice Mail
46	Transferring Party	030	None	Voice Mail
47	Transferring Party	030	None	Voice Mail
48	Transferring Party	030	None	Voice Mail
49	Transferring Party	030	None	Voice Mail
50	Transferring Party	030	None	Voice Mail

7. Apply the Template now configured with the Call Forward Ring Timer to the room phones.

Refer the section **Station Advanced Feature Template** in the SARVAM UCS System Manual for instructions on applying this template to phones (SLTs and DKPs).



- *By default Station Advanced Feature Template Number 50 is assigned to all guest room phones. If you want to change the Call Forward No Reply Timer for all guest room phones, change the Timer in Template Number 50 assigned to all guest room phones.*
- *If you want to set a different Timer for different guest room phones, prepare separate Station Advanced Feature Templates with different values for the Call Forward No-Reply Timer and apply the Templates to the guest stations as required.*
- *When Call Forward No-Reply is set on a phone that is configured in a Trunk Landing Group, the calls will be forwarded on expiry of 'Ring Timer' configured in the routing group for this member phone. Call Forward No-Reply Timer, configured in Station Advanced Feature Template will not be applied in this case.*

To configure Call Forward No-Reply Timer using SE command,

- Enter SE mode.
- Dial command **5602-1-Station Advanced Feature Template Number-02-Call Forward No-Reply Timer**
Where,
Station Advanced Feature Template is from 01 to 50. Default: 50.
No Reply Timer is from 001 to 255 seconds.
02 is the parameter number for 'Call Forward No-Reply Timer' in the Template.
E.g.: To configure Call Forward No-Reply Timer as '45 sec.' in Template number 50, dial **5602-1-50-02-045**
- Exit SE mode.

To apply the Template now configured with the Preset Call Forward settings and the Call Forward No-Reply Timer to the room phones (SLTs and DKPs) using SE commands, refer the section 'Station Advanced Feature Template' in the SARVAM UCS System Manual for instructions.

Presets for Features

When a guest is checked-in, the Front Desk/Operator assigns basic facilities such as Call Budget, Call Privilege, Guest Group, Voice Mail Access, VIP status to the guest. Often these facilities are provided uniformly to all guests by the hotel, and changed only on a guest-by-guest basis. For example, the hotel allows \$10 as call budget amount to all guests, all guests are allowed call privilege of internal and local calls and voice mail access. On guest request, the call budget amount can be increased to \$15; call privilege can be changed to long-distance calls.

In order to save the Operator the effort of assigning each of these facilities at every check-in, the SARVAM UCS offers 'Presets'.

With the 'Presets for Features', whenever a guest checks-in the hotel, pre-configured values of some of the basic facilities like Call Budget, Call Privilege, Voice Mail, Guest Group, VIP status, offered by the Hotel to all guests are assigned to the guest automatically. The Operator, on guest request, can change these values on a guest-by-guest basis.

SARVAM UCS supports configurable presets for the following features/facilities:

- Call Budget Amount
- Guest Group
- Call Privilege
- Priority (for VIP and Non-VIP Guests)
- Preset Call Forward
- Check-In Profile

These Presets can be configured by the Installer/System Engineer according to the requirement of the Hotel.

Configuring Presets

The Installer/System Engineer may consult hotel management and configure the Presets for the above listed features/facilities using:

- Quick Installation Wizard-Hotel
- SE web pages
- SE commands



Preset Call Forward can be set through SE web pages only.

The Installer is recommended to use the [“Quick Installation Wizard-Hotel”](#) to configure the Presets. The Installer/System Engineer must navigate to the page 'Programming Presets and Other Critical Parameters' of the Hotel Installation Wizard to configure the presets.

To configure Presets using SE web pages:

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters**.

- Set the desired values for different types of presets.

<ul style="list-style-type: none"> Emergency ▸ → Extension Search E&M Configuration ▸ → Firmware Management Hotel Settings ▾ <ul style="list-style-type: none"> → Hotel Parameters → Hotel-Motel Activity Log → PMS Interface → Room Type → Room Number → Room - Phone Mapping ISDN Configuration ▸ Key Template ▸ Least Cost Routing (LCR) ▸ <ul style="list-style-type: none"> → License Management → Logical Partition → Macros → Magento Configuration 	<h3>Hotel Parameters</h3> <h4>Preset Call Privilege</h4> <table border="1"> <tr> <td>Preset Call Privilege when Occupancy Status - Occupied</td> <td>All Calls</td> </tr> <tr> <td>Preset Call Privilege when Occupancy Status - Vacant</td> <td>No Calls</td> </tr> <tr> <td>Preset Call Budget Amount (₹)</td> <td>009999</td> </tr> <tr> <td>Preset Call Privilege when Call Budget Expires</td> <td>No Calls</td> </tr> <tr> <td>Preset Guest Group when Occupancy Status - Occupied</td> <td>99</td> </tr> <tr> <td>Preset Guest Group when Occupancy Status - Vacant</td> <td>99</td> </tr> <tr> <td>Preset Priority for VIP Guest</td> <td>9 - Highest</td> </tr> <tr> <td>Preset Priority for Non-VIP Guest</td> <td>6 - Medium</td> </tr> </table> <h4>Check-In Profile</h4> <table border="1"> <tr> <td>Ask Check-In Profile while Check-In</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Ask Guest Title while Check-In</td> <td><input checked="" type="checkbox"/></td> </tr> </table>	Preset Call Privilege when Occupancy Status - Occupied	All Calls	Preset Call Privilege when Occupancy Status - Vacant	No Calls	Preset Call Budget Amount (₹)	009999	Preset Call Privilege when Call Budget Expires	No Calls	Preset Guest Group when Occupancy Status - Occupied	99	Preset Guest Group when Occupancy Status - Vacant	99	Preset Priority for VIP Guest	9 - Highest	Preset Priority for Non-VIP Guest	6 - Medium	Ask Check-In Profile while Check-In	<input checked="" type="checkbox"/>	Ask Guest Title while Check-In	<input checked="" type="checkbox"/>
Preset Call Privilege when Occupancy Status - Occupied	All Calls																				
Preset Call Privilege when Occupancy Status - Vacant	No Calls																				
Preset Call Budget Amount (₹)	009999																				
Preset Call Privilege when Call Budget Expires	No Calls																				
Preset Guest Group when Occupancy Status - Occupied	99																				
Preset Guest Group when Occupancy Status - Vacant	99																				
Preset Priority for VIP Guest	9 - Highest																				
Preset Priority for Non-VIP Guest	6 - Medium																				
Ask Check-In Profile while Check-In	<input checked="" type="checkbox"/>																				
Ask Guest Title while Check-In	<input checked="" type="checkbox"/>																				

- Click **Submit** to save changes.

To configure Preset Call Forward, see [“Preset Call Forward”](#).

To change Presets using SE commands:

- Enter SE Mode.
- Dial the relevant SE command string.
- Exit SE mode.

The SE commands for Presets are provided under configuring instructions for the respective feature/facility.

Reminders

Reminders are a variation of the “[Wake-up Calls](#)” feature, requiring the date and time to be set for each Reminder call.

Reminder calls are useful for both guests as well as the hotel staff, who wish to be reminded of important tasks or appointments.

For Reminder calls, date and time are to be set in the following format:

Date is set as:

- Day-Month-Year (DD:MM:YYYY)

Or

- Month-Date-Year (MM:DD:YYYY) if the system is installed in USA.

Time is set in the 24 hours format: HH:MM

- Reminders can be set and canceled by:
 - the Operator from the Operator phone and the Front Desk User.
 - Guests from their room phones.
- Multiple Reminder calls can be set for the guest by the Operator and/or by the guest himself.
- When multiple reminder requests have been set by a guest from the room phone, the guest can cancel all reminder requests from the room phone, but cannot cancel a particular reminder request. To cancel a particular reminder request, the guest must inform the Operator, who can cancel it using the Front Desk User.
- It is not possible to modify a reminder call request. Instead, the reminder call request should be canceled and a new one should be made.
- SARVAM UCS can register as many as 48 Reminder call requests set by the Operator and guests.
- Reminder calls can be voice-guided, if the SARVAM UCS has a Voice Mail System (VMS) Module installed on the CPU Card. Voice Guided Reminder Calls are supported by SARVAM UCS VMS Software.
- All the Reminder events are logged in the “[Hotel-Motel Activity Log](#)”.
- The mechanism for serving Reminders calls can be configured as 'Personalized' or 'Automated'.
- When the Reminder call serving mechanism is configured as 'Personalized',
 - The Operator Phone rings first⁶¹, displaying the number of the Room Phone to which the reminder call is to be served.
 - When the Operator answers this call, a call is placed on the Room Phone on which the reminder call is set.

61. The Operator phone rings for the duration of the Alarm Ring Timer. If the Operator does not answer the call, the SARVAM UCS will make two more Alarm Attempts at an Alarm Attempt Interval of 5 minutes to call the Operator.

- The Room Phone rings for the duration of the Alarm Ring Timer.
- When the guest answers the call, the Operator greets the guest with the time and reminder message. This event is recorded in the Hotel-Motel Activity Log as 'Reminder <DD-MM-YYYY HH:MM> Acknowledged by <Phone Number>'.
- If the guest does not answer the call till the Alarm Ring Timer has elapsed, the Operator phone will display a text message notifying 'No Reply' from the room phone number. The Reminder call is now considered as served. (This event is recorded in the Hotel-Motel Activity log as 'Reminder <DD-MM-YYYY HH:MM> No Reply on <Phone Number>'.
- If the Room Phone is busy⁶², the Operator Phone will display a text message notifying that the room phone number is 'Busy'.
- The Operator can send a staff to the guest's room to serve the alarm request in person or call the busy room phone again, or set Auto Call Back⁶³.
- When the Reminder call serving mechanism is configured as 'Automated',
 - The Room Phone rings at the set time till the end of the Alarm Ring Timer. If the Room Phone is from the EON series, a Reminder Call message will appear on the phone display.
 - When the guest answers the call, s/he may be played music-on-hold, a pre-recorded voice message, or be connected to a routing group, depending upon the Alarm Notification Type configured by the Installer. (At the time of installation, the SE may consult with the Hotel Administration to decide which of these options is to be configured as the Alarm Notification Type.) If the guest answers the call, this event is recorded in the Hotel-Motel Activity Log as 'Reminder <DD-MM-YYYY HH:MM> Acknowledged by <phone number>'.
 - If the guest does not answer the reminder call, the SARVAM UCS makes two more attempts (total 3 attempts) at an interval of 5 minutes to call the guest. (Each attempt is recorded in the Hotel-Motel Activity log as 'Reminder <DD-MM-YYYY HH:MM> No Reply on <phone number>').
 - If all Reminder call attempts go unanswered, the SARVAM UCS places the call on the Operator Phone. The Operator Phone rings till the end of the Alarm Ring Timer. The Operator Phone displays the number of the Room Phone with the message 'No Reply'. The Reminder call is now considered as served. (This event is recorded as 'Alarm Notification to Front Desk for <phone number>')
 - If the Room Phone is busy the SARVAM UCS will continue to make Reminder call Attempts at the Alarm Interval configured. When all Alarm Attempts go unanswered, SARVAM UCS will place a call on the Operator phone. The Operator Phone will display the number of the Room Phone with the message 'Busy'.
 - The Snooze function can be added to 'Reminder calls-Automated' to ensure that the guest wakes up and answers the call. Snooze is a system-wide feature; when set, this function will be added to all Automated Reminder calls.
 - When Snooze is activated,

62. *It is also possible that the guest may not have replaced the receiver of the room phone properly in the cradle or put aside the receiver. An improperly placed receiver may also be the cause for the busy tone on that phone. In that case, the system will notify the Operator Phone with the 'Off-Hook Alert'. This event is recorded in the Hotel-Motel Activity Log as 'Alarm not Served <phone number> is Busy'.*

63. *Refer the User Guide for EON for instructions on how to set Auto Call Back for extensions.*

- The Room Phone rings for the Number of Alarm Attempt configured, at set Alarm Attempt Interval.
- The Room Phone stops ringing when the guest answers the call and dials '0' to acknowledge the Reminder call. Please note that the Reminder Call Acknowledgment Code is non-configurable.
- Reminder Status, that is, details of Reminders that have not been served, can be viewed from the Front Desk User. Reminder Report can be generated as well.



- *The duration of Alarm Ring Timer, the Number of Alarm Attempts and the Alarm Attempt Interval are configurable.*
- *In rooms with multiple phones, the Reminder will be served only on the Phone for which it is set by the Operator or from which it is set by the Guest.*
- *Reminder can be set for administration phones also.*
- *Reminder settings will be retained in the system during power down and system upgrades.*

Configuring Reminders

The configuration of Reminders is the same as *Alarms*.

To configure Reminder feature, do the following:

- Select the **Alarm Notification Type** for the Front Desk User/ Operator and the guest phones.
- Configure, as required, the Alarm Call related parameters: **Alarm Ring Timer**, **Number of Attempts**, **Alarm Attempt Interval**, **Configurable Alarm Type** and **Configurable Alarm Category**, and **Snooze**.
- Configure **Macros**, if the guest phones are SLTs having special function keys, and you want to set a function key for the Reminder feature.

For instructions, see the topic [“Configuring Wake-up Calls”](#) under [“Wake-up Calls”](#).

Setting Reminders

Reminders can be set by the guests from the room phones by themselves. Alternatively, the guest can ask the Operator to set reminder call from him.

The Hotel, using Voice Mail System can offer Voice Guided Reminder call feature to the guests. Voice guided reminder call feature offers the guest, the voice messages guiding him through a menu to set the reminder call in a step-by-step manner. The guest would get a voice message announcing the reminder call with the time.

Reminders set/canceled by Operator and Guests are recorded in the [“Hotel-Motel Activity Log”](#).

Voice Guided Reminders set/canceled by Operator

The Operator can set voice guided Reminders for guests using EON or SLT.

Operator Using EON

Using DSS Key:

- Press DSS Key assigned to Remote Voice Guided Reminder.

- Follow the Voice Mail System prompts to set/cancel Reminder.

Using Command:

- Pick up the handset.
- Dial **1072-035**.
- Follow Voice Mail System Prompts to set/cancel reminder call.
- Replace Handset.

Operator using SLT

- Pick up the handset.
- Dial **1072-035**.
- Follow Voice Mail System Prompts to set/cancel reminder call.
- Replace Handset.

Voice Guided Reminders set/canceled by Guests

Guests can set/cancel reminders from their room phones. The room phones may be from the EON series or a standard SLT of any make. Guests can use voice guided reminder call feature as well.

Guests using EON

If the guest uses EON, he can set the reminder call using the DSS key as well as by dialing the command.

Using DSS Key:

- Press 'Reminder' key. (This key should be configured for voice-guided reminder call)
- Follow the Voice Mail System prompts to set/cancel reminder call.

Using Command:

- Pick up the handset.
- Dial **164**.
- Follow Voice Mail System prompts.
- Replace Handset.

Guests using SLT

If the guest uses SLT having special hotel functions keys, he can set the reminder call using the Reminder key. Alternatively, the guest can set/cancel reminder call by dialing the command.

Using Reminder Key:

- Press 'Reminder' key. (The label on the SLT key may differ from model to model)
- Follow the Voice Mail System prompts to set/cancel reminder call.

Using Command:

- Pick up the handset.
- Dial **164**.
- Follow Voice Mail System Prompts.
- Replace Handset.



- *SLTs with special hotel function keys will work only if the corresponding Macros are configured by the Installer/SE at the time of installation. Please refer the section [“Configuring Reminders”](#).*
- *Without the Voice Mail System Module installed, the guest having SLT with special hotel functions keys will not be able to the reminder key to set/cancel reminder call. This user will have to set/cancel reminder by dialing the command.*

Non-Voice Guided Reminders set/canceled by Operator

The Operator can set/cancel non-voice guided Reminder using:

- Front Desk User
- EON
- SLT

Operator using Front Desk User

- Log into Front Desk User.
- Click **Guest Search** to open the form.
- Search Guest by Guest Number/Name/Room Number/Phone Number.
- The **Guest Services** form for the particular guest will open.

The screenshot shows the 'Guest Services' form. On the left is a sidebar menu with options: Check-In, Check-Out, Guest Search, Guest Status, Room Status, Call Budget Status, and Wakeup Alarm Status. The main area has a 'Set Reminder' section. It includes a dropdown menu set to 'Personalized', followed by date and time pickers: 'For' (04/04/2016) and 'At' (00 Hrs 00 Mins). Below these are two buttons: 'Set Reminder' and 'Cancel All Reminders'. At the bottom of the main area is a button labeled 'Cancel All Alarms'.

- Go to the option **Set Reminder** under Guest Privilege.
- Set the Reminder as required, that is, Automated or Personalised the combo box.
- Set the date and time for the selected reminder.
- Click the **Set Reminder** button.
- You can set multiple reminders for the same guest. All reminders set for the guest will be displayed at the bottom of the **Guest Services** page.
- Click **Submit** to submit the changes.

To cancel reminders,

- Click the **Cancel All Reminders** button.
- All reminders will be canceled.



If there are multiple Reminders set for a guest, you cannot cancel Reminders selectively on this page. To cancel Reminders selectively, you must go to the Reminder Status page.

To cancel Reminders selectively,

- Click **Reminder Status** to open the form.

The screenshot shows the 'Reminder Status' form. The left sidebar menu includes: Check-In, Check-Out, Guest Search, Guest Status, Room Status, Call Budget Status, Wakeup Alarm Status, Wakeup Call Log, Reminder Status, Reprint Check-Out Report, Guest Shift, Delete Checked-Out Calls, Call Forward - All Rooms, Call Block, and Hotel-Motel Activity Log. The main area is titled 'Reminder Report' and contains a table with three columns: 'Phone Number', 'Reminder', and 'Cancel Reminder'. The table lists two reminders for '3005(MR. Goodfellow)'. The first reminder is dated '04-Apr-2016 at 09:20 +' and the second is '17-Oct-2016 at 01:10'. Each row has a checkbox in the 'Cancel Reminder' column. Below the table, a note states 'Personalized Reminder is denoted by +'. At the bottom are three buttons: 'Print', 'Cancel Selected Reminders', and 'Close'.

Phone Number	Reminder	Cancel Reminder
3005(MR. Goodfellow)	04-Apr-2016 at 09:20 +	<input type="checkbox"/>
3005(MR. Goodfellow)	17-Oct-2016 at 01:10	<input type="checkbox"/>

- The Reminders set for the guests will be displayed by phone number, with the option of canceling each of them.
- Select the **Cancel Reminder** check box to select the reminder you want to cancel.
- Click the **Cancel Selected Reminders** button at the bottom of the page.
- The selected Reminders will be canceled.

Operator using EON

Using DSS Key:

To set Reminder Call for the guest,

- Press key assigned for 'Remote-Reminder' function.
- Enter the Room Number/Phone Number⁶⁴.
- Enter Date and Time in the format
DD: MM: YYYY: HH: MM

OR

MM: DD: YYYY: HH: MM (users in USA)

- Select 'Personalized' or 'Automated'.
- Press 'Enter' key to set Reminder.
- You get a confirmation tone and a text message with the phone number for which the reminder call is set.
- Go Idle or you get dial tone after 3 seconds.

To cancel Reminder Calls,

- Press key assigned for 'Remote Reminder' function.
- Enter Room Number.
- Select 'Cancel All'.
- Press 'Enter' Key.



To cancel reminder calls selectively, go to 'Reminder Status' page of the Front Desk User.

Using Commands:

To set Reminder Call for the guest,

- Pick up the handset.
- Dial **1072-033**.
- Enter the Room Number/Phone Number.
- Enter Date and Time in the format
DD: MM: YYYY: HH: MM

OR

MM: DD: YYYY: HH: MM (users in USA)

- Select 'Personalized' or 'Automated'.
- Press 'Enter' key to set Reminder.
- You get a confirmation tone and a text message with the phone number for which the reminder call is set.
- Replace Handset on the cradle or you get dial tone after 3 seconds

To cancel Reminder Calls,

- Pick up the handset.

⁶⁴. Enter Room number if check-in profile is Single or Family. Enter Phone number if check-in profile is Budget.

- Dial **1072-033**.
- Enter the Room Number/Phone Number.
- Dial **#**.
- You get a confirmation tone and a text message with the phone number for which the reminder call is canceled.
- Replace Handset on the cradle or you get dial tone after 3 seconds.



Use the 'Reminder Status' page of the Front Desk User to cancel reminder calls selectively.

Non-Voice Guided Reminders set/canceled by Guests

Guests using EON

If the guest uses EON, he can set the reminder call using the DSS key as well as by dialing the command.

Using DSS Key:

To set Reminder call,

- Press 'Reminder' key.
- Enter Date and Time in the format
DD: MM: YYYY: HH: MM

OR

MM: DD: YYYY: HH: MM (users in USA)

- Press 'Enter' key.
- You get a confirmatory text message and confirmation tone.
- Go Idle or you get dial tone after 3 seconds.

To cancel Reminder Calls:

- Press 'Reminder' Key.
- Select 'Cancel All'.
- Press 'Enter' Key.

Using Commands:

To set Reminder call,

- Pick up the handset.
- Dial **162**.
- Enter Date and Time in the format
DD:MM:YYYY:HH:MM

OR

MM:DD:YYYY:HH:MM (users in USA)

- Press 'Enter' key.
- You get a confirmatory text message and confirmation tone.
- Replace Handset on the cradle or you get dial tone after 3 seconds

To cancel Reminder Calls:

- Pick up the handset.
- Dial **162**.
- Dial **#**.
- You get a confirmatory text message and confirmation tone.

- Replace Handset on the cradle or you get dial tone after 3 seconds.

Guests using SLT

To set Reminders:

- Pick up the handset.
- Dial **162**.
- Dial Date and Time in the format DD:MM:YYYY:HH:MM

OR

MM:DD:YYYY:HH:MM (users in USA)

- You get confirmation tone.
- Replace the Handset on the cradle.

To cancel Reminders:

- Pick up the handset.
- Dial **162**.
- Dial **#**.
- You get confirmation tone.
- Replace the handset.



- *Guests can set only automated reminder calls from their room phones. For personalized Reminders, they must request the Operator.*
- *If a guest has multiple reminder calls set, the guest cannot cancel reminder calls selectively. If the guest attempts to cancel a reminder call from the room phone, all reminder calls to be canceled. Canceling of selected reminder calls can be done only by the Operator.*
- *Reminder calls set on a room phone by the Operator or by the guest will be served, even if DND is set on the same room phone.*
- *Regardless of the check-In profile(Single, Family, or Budget), reminder call set for a phone, by the guest or the operator, will be applicable only on that particular phone.*

Reminder Status

The Operator can view the status of Reminders set for individual guests as well as for all guests at a glance. This can be done using the Front Desk User only.

To view Reminder Call Status of individual guests:

- Log into Front Desk User.
- Click **Guest Search** to open the form.
- Search Guest by Guest Number/Name/Room Number/Phone Number.
- The **Guest Services** form for the particular guest will open.
- The status of Reminder calls set for and by the guest appears on this page, with details of time (hours and minutes) and serving mechanism (personalized, automated).

To view Reminder Call Status of all guests:

- Log into Front Desk User.
- Click **Reminder Status**.
- The Reminder Status for each guest phone will be displayed.

- You can print this page by clicking the **Print** button at the bottom of this page.



- *It is possible to cancel the reminder call set for guests, by selecting the corresponding check box.*
- *It is not possible to view the reminder call status on the EON or SLT.*

Reminder Report

SARVAM UCS generates Reminder report on request by the Operator, as well as at a set time which is referred to as Scheduled Reminder Report. The Reminder Call Report can be printed on a printer or can be sent to a computer. The Reminder Report is useful when Operators change shifts.

Configuring the System for Generating Scheduled Reminder Reports

Following parameters should be configured to generate Reminder Report:

1. Destination Port (COM/ Ethernet/ USB to COM Port) for Hotel Reports.
2. Parameters⁶⁵ of COM/ Ethernet/ USB to COM Port.
3. Enable the Scheduled Reminder Call Report.
4. Set the time to generate the Scheduled Reminder Report.

The first two parameters can be configured using:

- Quick Installation Wizard-Hotel
- SE web pages
- SE commands

The last two parameters, that is, the Scheduled Reminder Report flag and the time for the Report must be set from the SA mode.

Configuring Scheduled Reminder Report Generation using Hotel Installation Wizard

In the Hotel Installation Wizard,

- **Destination port for Hotel Reports** can be assigned on the **Programming Presets and Other Critical Parameters** page.
- COM or USB to COM Port parameters can be configured on the **Communication Port** page. Refer the topic "[Setting Up SARVAM UCS for Hospitality Application](#)" for instructions on accessing and navigating the Wizard.

Configuring Scheduled Reminder Report Generation using SE web pages

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters**.
- Go to **Destination Port of Hotel Reports** and select the Communication Port/Ethernet port to be assigned.
- Click **Submit** to save your setting.
- If a **Communication Port** is selected, configure the parameters of the port.
- Click **Communication Ports** under **Configuration** and configure the parameters of the COM or USB to COM Port; whichever has been assigned as the destination port.
- If Ethernet is selected, configure the **Destination IP Address: Port** on the Hotel Parameters page.
- Click **Submit** to save changes.

Configuring Scheduled Reminder Report Generation using SE commands

⁶⁵. Speed/Baud Rate, Data Bits, Parity.

- Enter SE mode.

To assign Destination Port for Hotel Reports,

- Dial command **3701-Destination Port Code**
Where,
Destination Port Code,
 0 is None
 1 is for COM Port
 2 is for Ethernet Port
 3 is for USB to COM Port
E.g.: to assign COM Port as destination port, dial **3701-1**.
- Exit SE mode.

To configure parameters of the COM or USB to COM Port assigned as the Destination Port using SE commands, refer the chapter 'Communication Ports' for instructions.

Generating Scheduled Reminder Reports

To generate Scheduled Reminder Report, the Operator must

- enable the Scheduled Reminder Call Report.
- set the time to generate the Scheduled Reminder Call Report.

Both are possible from the SA mode only. The Operator may dial the following SA commands using EON or an SLT. It is assumed that the Operator is in SA mode.

Using SA Commands from EON

To enable Scheduled Reminder Call Report:

- Pick up the handset.
- Dial **1072-038-1**
- You get a confirmatory text message and a confirmation tone.

To set time for Scheduled Reminder Call Report:

- Dial **1072-039**
- Dial Time in Hours and Minutes (HH:MM)
- You get a confirmatory text message and a confirmation tone.
- Go Idle or you get dial tone after 3 seconds

To disable Scheduled Reminder Call Report:

- Pick up the handset.
- Dial **1072-038-0**
- You get a confirmatory text message and a confirmation tone.
- Go Idle or you get dial tone after 3 seconds

Using SA Commands from SLT

- Pick up the handset.
- Dial **1072-038-1** to enable Scheduled Reminder Call Report.
- You get confirmation tone.
- Dial **1072-039**.
- You get feature tone.
- Dial Time in HH:MM.

- You get confirmation tone.
- Replace the handset.

The system will print the Scheduled Reminder Call Report at the time set by the Operator at the designated Destination port.



The SLT from which the Operator dials these commands must have the features 'Allow SA Commands' and 'System Administrator (SA) Mode' enabled in its Class of Service.

Printing Reminder Call Reports

The Operator can Reminder Call Reports using:

- Using Front Desk User
- Using SA Commands from EON
- Using SA Commands from SLT



When Scheduled Reminder Call is enabled and the time is set, the system will automatically print the report at the set time.

Using Front Desk User

- Log into Front Desk User.
- Click **Reminder Status** form.
- The Reminder call details for each guest phone will be displayed.
- Click the **Print** Button.
- The Reminder Report will be printed on the assigned destination port.

Using SA Commands from EON

Using DSS Key:

- Press the 'Print Reminder Report' key.
- You get a confirmatory text message and a confirmation tone.
- Go Idle or you get dial tone after 3 seconds
- The Reminder Report will be printed on the assigned destination port.

Using Command:

- Pick up the handset.
- Dial **1072-917**.
- You get a confirmatory text message and a confirmation tone.
- The Reminder Call Report will be printed on the assigned destination port

Using SA Commands from SLT

- Pick up the handset.
- Dial **1072-917**.
- You get confirmation tone.
- Replace the Handset on the cradle.
- The Reminder Call Report will be printed on the assigned port.

Room Status Report

The Room Status Report generated by SARVAM UCS provides at-a-glance, a comprehensive overview of all rooms in the Hotel.

The Room Status Report appears with the Date and Time (24 hour format) of report generation on the top line.

The status indicators appear in columnar format in the following sequence:

- Room Number
- Check-In profile
- Phone Number
- Occupancy Status
- Guest Presence
- Clean Status
- Call Privilege
- Maid Status/Presence

Each Room Status indicator on the report is denoted by a key letter, as listed in the following table:CP: Check-In

Room Status	Key letter
Check-In Profile	
Single	S
Family	F
Budget	B
Occupancy Status	
Vacant	V
Occupied	O
Reserved	R
Guaranteed	G
Clean Status	
Clean	C
Dirty	D
To be Inspected	I
Out of Service	S
Guest Presence	
Guest In	G
Guest Out	'-'
Call Privilege	
Internal Calls	X
Local Calls	L
Regional Calls	R
National Calls	N
International Calls	I
All Calls	A
Limited 1	1
Limited 2	2
Limited 3	3
Maid Status	
Maid in Room	M
Maid not in Room	'-'

The feature *Scheduled Room Status Report* can be enabled to have the Room Status report printed automatically at a particular time every day.



- The Room Status Report format varies by Check-In Profile.
 - When check-In Profile = Single, the report will show only one entry, in which Room # = Room number and Phone # = Phone number of the 1st Phone in the room.
 - When check-In Profile = Family, report will show the status of each phone in the room. This means if Room number 301, with check-In profile = Family has four phones: 3011, 3012, 3013 and 3014, the room status report will include 4 entries for this room which will show status of individual phone.
 - When Check-In Profile is Budget, the report will show Room # = Room Number if configured, and Phone# = Phone on which guest is checked-in.
- No specific configuration is required for this feature, except assigning a COM Port/Ethernet Port/USB to COM Port as destination port for 'Hotel Reports' to be able to print the Room Status Report.

Assigning COM Port for Hotel Reports

For printing Room Status Reports, a COM port/ USB to COM Port should be assigned by the Installer.

A COM/ USB to COM Port can be assigned using:

- Quick Installation Wizard-Hotel
- SE web pages
- SE commands

Refer the topic, "[Communication Ports](#)", for instructions on configuring and assigning COM/ USB to COM port for hotel reports.

Generating Room Status Report

The Operator can refine Room Status Reports by Room Type, Occupation Status and Clean Status, from the Front Desk User only, using the "[Room Status Report](#)" feature.

The Operator can generate and print Room Status Report using:

- Front Desk User
- SA Command from EON
- SA Command from SLT



A COM port must be assigned for 'Hotel Reports'. Computer must be interfaced to the assigned COM port.

Using Front Desk User

- Log into the Front Desk User.

- Open the **Room Status** form.

- Select the following search criteria:
 - Room Type = All
 - Occupancy status = 'Any'
 - Clean status = 'Any'
- Click the **List Down** button.
The status of all rooms will appear in the format described above.

	Room Status						
	Room Number	Check-In Profile	Phone Number	Occupancy Status	Guest Presence	Clean Status	Call Privilege
	301	Single	3001	Vacant		Clean	All Calls
	302	Single	3002	Vacant		Clean	All Calls
	303	Single	3003	Occupied	Guest-In	Clean	All Calls
	304	Single	3004	Occupied	Guest-In	Clean	All Calls
	305	Family	3005	Occupied	Guest-In	Clean	All Calls
	306	Single	3006	Vacant		Clean	All Calls
	307	Single	3007	Vacant		Clean	All Calls
	308	Single	3008	Vacant		Clean	All Calls
	309	Single	3009	Vacant		Clean	All Calls
	400	Single	3010	Vacant		Clean	All Calls

- Click the **Print** button on the form to print this page.

To print Room Status Report using SA commands:

Using SA Command from EON

Using DSS Key:

- Press the 'Print Room Status Report' key.
- You will receive Room Status Report on the destination port as assigned.

Using Command:

- Pickup the Handset.
- Dial **1072-912**.
- You will receive Room Status Report on the destination port as assigned.

Using SA Command from SLT

- Pick up the Handset.
- Dial **1072-912**.
- You will receive Room Status Report on the destination port as assigned.

The report appears in the following format:

```

HOTEL ROOM STATUS REPORT                      AS ON 13-05-2016(Fri) AT 10:52
-----
CP Room#  Phone#  Status  CP Room#  Phone#  Status  CP Room#  Phone#  Status

```

```

-----
S 2001 2001 OCGX-
F 2002 2002 VD L-   F 2002 2011 VD I-   F 2002 2012 VD I-
F 2002 2013 VD I-   F 2002 2014 VD I-
B 2003 2003 OCGR-
S 2004 2004 VC N-
S 2005 2005 VC I-
S 2006 2006 VC A-
S 2007 2007 VC 1-
S 2008 2008 VC 2-
S 2009 2009 VC 3-
S 2010 2010 VC X-
-----

```

CP: Check-In Profile

Status:Occupancy Status,Clean Status,Guest Status,Call Privilege,Maid Status

Check-In Profile Occupancy Status Clean Status Guest Status

S : Single V : Vacant C : Clean G : Guest In

F : Family O : Occupied D : Dirty - : Guest Out

B : Budget R : Reserved I : To be Inspected

G : Guaranteed S : Out of Service

Call Privilege Maid Status

X : Internal Calls M : Maid in Room

L : Local Calls - : Maid not in Room

R : Regional Calls

N : National Calls

I : International Calls

A : All Calls

1 : Limited Calls-1

2 : Limited Calls-2

3 : Limited Calls-3

SARVAM UCS V1R3

Page : 1

Generating Scheduled Room Status Report

The Operator can use the feature Scheduled Room Status Report, to have the Room Status report printed automatically at a particular time every day. For this, the operator must enable the scheduled Room Status Report flag and set the time for printing the report. This can be done only by dialing SA commands from EON or SLT.

Using SA Command from EON and SLT

To enable Scheduled Room Status Report:

- Dial **1072-041-1**

To set time for Scheduled Room Status Report:

- Dial **1072-042-HHMM** (time in hours and minutes)

To disable Scheduled Room Status Report:

- Dial **1072-041-0**

Room Types

Room Type is the attribute of a guest room in hotels. It is the name given to guest rooms usually, according to the number of beds/guests that can be accommodated, room size, and type of amenities and services provided to guests in the room.

Guests rooms may be classified into different room types, such as: single room, double room, suite, twin room, family room, or shared rooms with/without bunk beds in dormitory style, cottage, chalet; and further graded as budget, standard, superior, deluxe rooms; junior, executive, luxury, premier, presidential suites, and so forth⁶⁶.

Classification of room types varies from hotel to hotel, even from country to country. For example, the term 'suite' may not always mean the same thing between two hotels. Hotel A may define a 'premier suite' as having a living room, two bedrooms, and a kitchen space. The same may be defined as a 'family room' by Hotel B; as an 'apartment room' by Hotel C⁶⁷.

Hotels offer rooms on the basis of room type. Room tariffs are based on room type. Guests express their accommodation requirement in terms of room type; e.g.: they need a 'standard single room', a 'double room', a 'junior suite', etc.

Considering the variation in the definition of Room Types, the SARVAM UCS does not provide any pre-defined room types. Instead, it offers hotels complete flexibility to define the Room Types according to their own system of classification.

A maximum of 10 different Room Types can be configured in the system.



Room Types must be defined and configured in the system at the time of installation.

Configuring Room Types

As classification of room types would vary from hotel to hotel, the Installer should configure Room Types in consultation with the Hotel Administration, as per the classification followed by the hotel.

The Installer should configure Room Types at the time of setting up the system in the hotel.

Defining Room Types

Room Types can be configured using:

- Quick Installation Wizard-Hotel.
- SE web pages.
- SE commands (possible from EON only).



- *Installer should use the Hotel Installation Wizard to define Room Types only when installing the system for the first time.*

66. Similarly, room types in hospitals may be standard wards (multiple-beds), private (single occupancy) or semi-private rooms (twin/triple-sharing), private rooms in specialized departments (e.g.: intensive and critical care, childbirth, surgery, emergency/trauma, transplant units, etc.). Depending on the amenities and services provided to patients, the rooms may be graded as VIP, private, luxury, deluxe, super deluxe, special, semi-special, etc.

67. Hospitals too vary in the way their rooms are classified. For example: Hospital A, defines 'special' room as including an attached room for waiting family members, and 'semi-special' to include only a couch for waiting family members. Hospital B defines 'special' room as including audio-video sets for patient entertainment, air conditioning/ climate control, and 'semi-special' room as twin-sharing room with air conditioning/climate control.

- If Room Types are to be changed at a later stage, the Installer is advised to use the SE web pages instead of the Hotel Installation Wizard.

To configure Room Types from the Hotel Installation Wizard:

- Login as System Engineer.
- Click the **Use Quick Installation Wizard-Hotel** link.
- Navigate the wizard to reach the **General Information** page.

<ul style="list-style-type: none"> Region Default The System Customer Profile General Information Communication Port Access Codes Refine Access Codes Room Types Room No. Allocation Assign Phones Re-Define Phone No. Placing Extensions Re-Define Macros Room Service Group Front Desk Group Trunk Landing Group Programming Presets Call Privilege Alarm Notification Group Programming VMS 	<h3>General Information</h3> <table border="1"> <tr> <td>Hotel Name</td> <td>The GoodLife Inn</td> </tr> <tr> <td>Number of Types of Rooms</td> <td>10</td> </tr> <tr> <td>Number of Rooms</td> <td>512</td> </tr> <tr> <td>Is Property Management System (PMS) Used?</td> <td>No ▼</td> </tr> <tr> <td>Is External Call Accounting Software (CAS) Used?</td> <td>No ▼</td> </tr> </table> <h3>PMS Interface Parameters</h3> <table border="1"> <tr> <td>PMS Type</td> <td>Type 1 ▼</td> </tr> <tr> <td>Destination Port</td> <td>COM Port ▼</td> </tr> <tr> <td>PMS Server's IP Address</td> <td></td> </tr> <tr> <td>PMS Server's Port</td> <td>05000</td> </tr> <tr> <td>Listening Port (of System)</td> <td>05000</td> </tr> </table> <h3>CAS Interface Parameters (SMDR Posting)</h3> <table border="1"> <tr> <td>SMDR-OG Posting Protocol</td> <td>Matrix ▼</td> </tr> <tr> <td>Destination Port</td> <td>COM Port ▼</td> </tr> <tr> <td>CAS Server's IP Address</td> <td></td> </tr> <tr> <td>CAS Server's Port</td> <td>05000</td> </tr> <tr> <td>Listening Port (of System)</td> <td>06000</td> </tr> </table> <p style="text-align: center;">Next</p>	Hotel Name	The GoodLife Inn	Number of Types of Rooms	10	Number of Rooms	512	Is Property Management System (PMS) Used?	No ▼	Is External Call Accounting Software (CAS) Used?	No ▼	PMS Type	Type 1 ▼	Destination Port	COM Port ▼	PMS Server's IP Address		PMS Server's Port	05000	Listening Port (of System)	05000	SMDR-OG Posting Protocol	Matrix ▼	Destination Port	COM Port ▼	CAS Server's IP Address		CAS Server's Port	05000	Listening Port (of System)	06000
Hotel Name	The GoodLife Inn																														
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SMDR-OG Posting Protocol	Matrix ▼																														
Destination Port	COM Port ▼																														
CAS Server's IP Address																															
CAS Server's Port	05000																														
Listening Port (of System)	06000																														

On this page, go to the field **Number of Types of Rooms** and change the number of Room Types as required by the hotel. E.g.: if the hotel has defined 5 different room types, enter '5'.
By default the number of room types is set to '10'.

- Navigate to the next page **Room Types**.

Region Default The System Customer Profile General Information Communication Port Access Codes Refine Access Codes Room Types Room No. Allocation Assign Phones Re-Define Phone No. Placing Extensions Re-Define Macros Room Service Group Front Desk Group Trunk Landing Group Programming Presets Call Privilege Alarm Notification Group Programming VMS	<h3 style="text-align: center;">Room Types</h3> <table border="1"> <thead> <tr> <th>Room Type Index</th> <th>Room Type Name</th> </tr> </thead> <tbody> <tr><td>1</td><td>StandardSingle</td></tr> <tr><td>2</td><td>StandardDouble</td></tr> <tr><td>3</td><td>DeluxeSingle</td></tr> <tr><td>4</td><td>DeluxeDouble</td></tr> <tr><td>5</td><td>Suite</td></tr> <tr><td>6</td><td></td></tr> <tr><td>7</td><td></td></tr> <tr><td>8</td><td></td></tr> <tr><td>9</td><td></td></tr> <tr><td>10</td><td></td></tr> </tbody> </table> <div style="text-align: center; margin-top: 10px;"> <input type="button" value="Next"/> </div>	Room Type Index	Room Type Name	1	StandardSingle	2	StandardDouble	3	DeluxeSingle	4	DeluxeDouble	5	Suite	6		7		8		9		10	
Room Type Index	Room Type Name																						
1	StandardSingle																						
2	StandardDouble																						
3	DeluxeSingle																						
4	DeluxeDouble																						
5	Suite																						
6																							
7																							
8																							
9																							
10																							



The Room Type Index corresponds to the 'Number of Room Types' configured in the previous page. E.g.: if you have configured '5' as the number of room types on the 'General Information' page, this page will show Room Type Index from 1-5 only. Similarly, if you have configured number of room types as 10, this page will show Room Type Index 1-10.

- Now, tag/define each room type index with a name. For example,.
 - Index 1 = Standard Single
 - Index 2 = Standard Double
 - Index 3 = Deluxe Single
 - Index 4 = Deluxe Double
 - Index 5 = Suite



The Room Type Name field is limited to 18 characters (all ASCII characters except non-printable are allowed). If required, abbreviate room type names, in consultation with the Hotel Administration.

- Click 'Next' to navigate the wizard further.

To configure Room Types using SE web pages,

- Login as System Engineer
- Under **Configuration**, click **Hotel Settings**.
- Click the **Room Type** link to open the page.

- Enter the Names of the Room Types, as defined by the hotel.


Room Type	Room Type Name
01	StandardSingle
02	StandardDouble
03	DeluxeSingle
04	DeluxeDouble
05	Suite
06	
07	
08	
09	
10	

- The Room Type name must be fitted in 18 characters; abbreviate names, if required, in consultation with the Hotel administration.
- Click **Submit** to save the changes.

To configure Room Types using SE command,

- Enter as SE mode.
- Dial command **3711-1-Room Type-Room Type Name**
Where,
Room Type is from 0 to 9.
Room Type Name is a maximum of 18 characters.
If the number of characters is less than 18, terminate the Room Type Name with #*.

E.g.: To assign Room Type 1 the Name 'Single Standard', dial:
3711-1-1-Single Standard-#*

 In this example, the Room Type Name is less than 18 chars. and hence is terminated with #*.

- Exit SE mode.

Assigning Room Type to Rooms

Once the Installer has defined the Room Types, the next configuration step is to assign room types to rooms.

Installer shall consult Hotel management and assign Room Types to different rooms as per requirement.

Room Types can be assigned to rooms using:

- Quick Installation Wizard-Hotel.
- SE web pages.
- SE commands.



- The Installer should assign Room Types to rooms at the time of setting up the system in the hotel.
- Installer should use the Hotel Installation Wizard to assign the Room Types to rooms only when installing the system for the first time.
- If Room Types are to be assigned at a later stage, the Installer is advised to use the SE web pages instead of the Hotel Installation Wizard.

To assign Room Types from the Hotel Installation Wizard:

- Login as System Engineer.
- Click the **Use Quick Installation Wizard-Hotel** link.
- Navigate the wizard to reach the **Rooms** page.

Region

Default The System

Customer Profile

General Information

Communication Port

Access Codes

Refine Access Codes

Room Types

Room No. Allocation

Assign Phones

Re-Define Phone No.

Placing Extensions

Re-Define Macros

Room Service Group

Front Desk Group

Trunk Landing Group

Programming Presets

Call Privilege

Alarm Notification Group

Programming VMS

Rooms

Room Index	Room Number	Room Type
1	301	StandardSingle ▼
2	302	StandardSingle ▼
3	303	StandardSingle ▼
4	304	StandardSingle ▼
5	305	StandardSingle ▼
6	306	StandardSingle ▼
7	307	StandardDouble ▼
8	308	DeluxeSingle ▼
9	309	DeluxeDouble ▼
10	400	Suite ▼

On this page, assign Room Numbers to each Room Index, and select a corresponding Room Type from the combo box⁶⁸.

- Navigate the wizard further.

To assign Room Types to rooms using SE web pages,

- Login as System Engineer
- Under **Configuration**, click **Hotel Settings**.
- Click **Room Number**.

⁶⁸. Only the Room Types defined by the Installer will appear on this list.

- Enter the Room Number (max. 6 digits) to each Room Index, and assign a corresponding Room Type.

The screenshot shows the 'E1-Data Settings' window with a sidebar menu on the left. The 'Room Number' option is selected under 'Hotel Settings'. The main area displays a table for configuring room types. At the top, there are range selectors: '<< 001-032 033-064 065-096 097-128 129-160 161-192 193-222 >>'. The table has three columns: 'Index', 'Room Number', and 'Room Type'. A dropdown menu is open for the 'Room Type' of index 7, showing options: 'StandardSingle', 'StandardDouble', 'DeluxeSingle' (highlighted), 'DeluxeDouble', and 'Suite'. Below the table are 'Submit' and 'Default' buttons.

Index	Room Number	Room Type
1	301	StandardSingle
2	302	StandardSingle
3	303	StandardSingle
4	304	StandardSingle
5	305	StandardSingle
6	306	StandardSingle
7	307	DeluxeSingle
8	308	DeluxeDouble
9	309	Suite
10	400	StandardSingle
11		StandardSingle
12		StandardSingle
13		StandardSingle
14		StandardSingle
15		StandardSingle
16		StandardSingle
17		StandardSingle
18		StandardSingle

- Click **Submit** to save the changes.

To assign Room Types using SE command,

- Enter as SE mode.
- Dial command
 - **3712-1-Room-Room Type** (to assign a Room Type to a room)
 - **3712-2-Room-Room-Room Type** (to assign a Room Type to a range of rooms)
 - **3712-*Room Type** (to assign a Room Type to all rooms)

Where,

Room is the Software Port Number⁶⁹ of the room from 001 to 512.

Room Type = 1 to 10, as defined by the Installer.

E.g.: if 5 Room Types have been defined, the range 1 to 5 will be applicable here. You must dial the desired Room Type from 1 to 5.

E.g.: To assign Room Type 1 'Single Standard' to Room Number 003, dial:

3712-1-003-1

To assign Room Type 1 'Single Standard' to Room Number 003 to 015, dial:

3712-2-003-015-1

To assign Room Type 1 'Single Standard' to all rooms, dial:

69. Refer the chapter Software Port and Hardware ID in the SARVAM UCS System Manual to know more.

3712-*.1

- Exit SE mode.

Using Room Type

At the time of check-in the operator needs to know whether the Room Type desired by the guest is available (vacant and clean).

SARVAM UCS provides this information to the Operator by showing availability of rooms by Room Type.

To obtain this information, at the time of check-in,

- the Operator conducts a Guest Search on the basis of the Room Type required by the guest.
- the system lists down the Occupancy Status and the Clean Status of the rooms of the required Room Type; showing how many rooms of the required Room Type are 'Vacant' and 'Clean'.

This is possible only from the Front Desk User.

To search room availability by Room Type,

- Login as Front Desk User.
- Open the **Room Status** form.

- Select the required search option for Room Type, Occupancy Status and Clean status. e.g.: Deluxe Single⁷⁰, Vacant, Clean.
- Now, click the **List Down** button.

The Wizard will show the number of vacant and clean rooms by the selected Room Type, in the format of the Room Status Report.

The Operator can now check-in the guest into the available room.

If the desired room type is unavailable, the Operator can search another room type and offer the same to the guest.

The Operator can check availability of the room type desired by a guest, also at the time of booking rooms.

70. Only the Room Types configured by the Installer will appear on this list.

Suite

From the Hotel point of view, a 'Suite' is a class of rooms offering more space, furniture and luxury than other rooms in the hotel. In addition to a bed and bedroom fixtures, a suite generally adds a separate living-sitting area or living room. Some suites also have dining, office (with work station) and kitchen facilities. A suite may be a large single-room, or be a multi-room unit, with multiple beds and telephones.

As the classification of "Room Types" varies from hotel to hotel, the term 'suite' may not always mean the same thing between two hotels. What one hotel defines as a 'premier suite', that is, a room having a living room, two bedrooms, and a kitchen space, may be defined as a 'family room' by another, as a 'luxury suite' by yet another.

From the system point of view, a 'suite' consists of more than one telephone allocated to a guest in a room. SARVAM UCS allows 8 phones to be configured as extensions of a room. These phones are billed as single, but can be used by each occupant of the room according to his/her convenience. For example, in a (suite) room occupied by three guests, DND set on a phone by a guest will apply only on that phone. Wake-up calls and Reminders set from a phone will ring on that phone only.

Any multi-bed, multi-phone room in the hotel can be turned into a 'suite' by checking the guest(s) into the room as 'Family'.

Doing so,

- Wake-up Calls and Reminders will ring only on the phone for/from which they are set by Operator/guest.
- Call Privilege assigned to the guest will be applied for all phones in the room, but call privilege of individual phones in the room can be changed, without affecting the call privileges of the rest of the phones.
- Call Budget amount can be allocated/changed on any phone in the room. All phones in the room will have the same amount, without the amount being added up for each phone.
- Do Not Disturb (DND) set for a phone in the room (by the guest or the operator) will apply to that particular phone only. However, if DND is set on the first phone in the room⁷¹, it will be set for all phones in the rooms. Similarly, DND set by the Operator on the room will apply on all the phones in the room.
- The Guest Name and Title with which the guest is checked-in will be applied on all phones in the room.
- Guest In/Guest Out set for the first phone or room number, is applied on all phones of the room. However, Guest In/Guest Out set for the 2nd to 8th phone in the room will be applied only on the phone on which it is set.
- Message Wait set for a phone shall be applicable to that particular phone only.
- Guest VIP Status set for any phone/room number is applied on all the phones in the room.
- Clean Status set by Maid is applied to the room as well as to all phones in the room.
- Occupancy Status is set on the all phones of the room.
- When room number or guest number is dialed, phones in the room will ring as per the Phone Ringing Pattern selected for the room by the Operator. If a specific extension number of the room is dialed, call will be placed only on the dialed extension.

71. 'First phone' is the phone configured as Phone #1 in the room. The System Engineer is advised to place Phone #1 close to the bed in the room.

- Room Status report will show the status of each phone in the room.
- Each extension will be assigned an individual Mailbox. Messages landing in the mailbox of an extension will be indicated only on the telephone connected to that extension.

Transferring Calls to Guest Voice Mailbox

Guests, who do not want to be disturbed, but do not want to miss important calls, may set DND and have calls forwarded to a phone number or voice mail. However, there may be guests who want to be able to attend calls selectively. They may want to answer calls only from particular numbers or callers, and have all other calls transferred to their mailbox.

The 'Blind Transfer to Voice Mail System (VMS)' feature of SARVAM UCS meets this requirement. It enables the Operator to transfer a call directly to the mailbox of the guest.

This feature is an extension of 'Call Transfer'. This is how it works:

- An external call lands on the Operator extension
- The Operator answers the call.
- The Operator puts the external caller on hold.
- The Operator dials the access code for blind transfer to the voice mail of the guest, followed by the room number, or phone number or the guest number.
- The system traces the corresponding mail box assigned to the room/phone/guest number dialed by the Operator to transfer the call to the mail box.
- On successful transfer, the Operator will get a confirmation tone
- The external caller will be transferred to the mail box of the guest.
- The external caller will be played voice prompts from the VMS, which s/he must follow to leave a message.

If the guest extension has not been assigned a mailbox, an error tone will be played to Operator when s/he attempts to transfer the call to the mailbox. The Operator may retrieve the call by pressing Hold/Flash/Call Appearance key.



- *This feature will work only if a mailbox is assigned to the guest.*
- *To transfer the call to a guest with Check-In profile 'Budget', Operator must dial the phone number or the guest number.*
- *To transfer the call to a guest with Check-In profile 'Single' or 'Family', Operator may dial the room number or phone number or the guest number.*
- *If the Check-In profile of the room is 'Single' or 'Family', the call will be transferred to the mailbox of the first extension in the room.*
- *This feature does not require any specific configuration, except assigning a mailbox to all guest phones and enabling 'Call Transfer' feature in the Class of Service (CoS) group of the Operator extension. However, in the default settings all guest phones are assigned a mailbox, and 'Call Transfer' is enabled in the CoS of the Operator phones.*

Using Call Transfer to Guest Mailbox

Calls can be transferred directly to the guest's mailbox by the Operator as explained below.

Call Transfer to Guest Mailbox using EON

Using DSS Key:

- When in speech with the External caller,
- Press **Flash**.

- Press DSS Key assigned to Blind Transfer to VMS.
- Dial Room Number/Phone Number/Guest Number.
- You get a confirmation tone for successful transfer.
- The caller is transferred to the voice mail of the guest.
- Go on hook.

Using Command:

- When in speech with the External caller,
- Press **Flash**.
- Dial **1078**.
- Dial Room Number/Phone Number/Guest Number.
- You get a confirmation tone for successful transfer.
- The caller is transferred to the voice mail of the guest.
- Go on hook.



If the call is not transferred to the mail box, an error tone will be played. Press Flash, Hold or Call Appearance Key to retrieve the call.

Call Transfer to Guest Mailbox using SLT

- When in speech with the External caller,
- Press **Flash**.
- Dial **1078**.
- Dial Room Number/Phone Number/Guest Number.
- You get a confirmation tone for successful transfer.
- The External caller is transferred to the voice mail of the guest.
- Replace handset.



If the call is not transferred to the mail box, an error tone will be played. Press Flash to retrieve the call.

Voice Mail

Hospitality and Guest Features like Voice Mail, Voice Guided Wake-up calls require VMS Module installed in the system.

The VMS utilizes a USB memory stick as its storage medium. Matrix provides a 8GB Pen Drive on the CPU Card. The 8GB Pen Drive is factory fitted and shipped with the system. However you may use a Pen Drive of upto 64GB.



If you are replacing the Pen Drive, you are advised to copy the contents of the factory fitted Pen Drive onto the new Pen Drive.

Voice Mailbox

The SARVAM UCS offers an in-skin Voice Mail System (VMS) in the form of the NX DBM VMS64 Module. The module supports mailboxes for all the extensions.

Guests, Front Desk and other administration staff can be assigned a Mailbox each. When the VMS Module is installed in the SARVAM UCS in the 'Hotel' mode, all extensions are assigned a mailbox, by default.

Each Mailbox has the capacity of storing 15,000 messages. The maximum size of each Mailbox is 60,000 minutes. By default, the size of each Mailbox is set to 300 minutes. The maximum Message Length for each Mailbox is 9999 seconds. By default, the Maximum Message Length for each Mailbox is set to 999 seconds.

Welcome Messages

The hotel can post a Check-In Welcome Message to guests. When a guest is checked-in, a mailbox is automatically assigned to the guest, a welcome message is posted in the guest's mailbox and the LED of the Message Wait Indication key of the room phone is turned ON.

When the guest accesses his mailbox the welcome message is played to the guest.

The Hotel Administration may record suitable welcome message to greet guests. The message may also contain information about the facilities and services provided by the hotel, or any other useful information the hotel may want to give the guest.

The default welcome message played by the SARVAM UCS is: "Welcome. It's our pleasure receiving you. We will do our best to make your stay comfortable".

Voice Mail Auto Attendant

SARVAM UCS can be configured to route incoming calls to VMS. The VMS will answer calls and greet the callers according to the time of the day and provide voice prompts to dial extension numbers.

Callers can follow the prompts and their call will be forward to the extension they dial. Callers can also leave a message in the mailbox of any extension user.

Mailbox Greeting

The VMS also allows guests to record personal mailbox greeting messages. These messages will be played to the callers when they are diverted to the guest's mailbox.

New Message Notification

Whenever there is a new message in the guest's mailbox, the Voice Mail System will notify the guest phone according to the Message Wait Indication type selected for that room phone.

The guest can access his mailbox by pressing key assigned to Voice Mail or dialing the access code for Voice Mail. The guest can listen to the waiting message by following the voice prompts.

For playing messages, the VMS follows the Last-In First-Out (LIFO) method, the latest message is played first.

Voice Guided Wake-up Calls

Voice guided Wake-up Calls and Reminders can be set by the Operator for guests, and by guests from their room phones. The Operator and guests can dial the feature access codes for Wake-up calls and Reminders, and follow the voice prompts to set Wake-up Calls and Reminders.

At the set time and date, the Voice Mail System will play the Wake-up/Reminder greeting message. If Snooze function is enabled, the Voice Mail System will prompt the guest to dial '0' to acknowledge the call.

Call Transfer to Mailbox

Guests can request the Operator to transfer calls from selected callers to their room phone, and have all other calls transferred to voice mail. The guest will be notified of messages left by callers on the voice mail.

Call Forward to Voice Mail

Guests can forward their calls to Voice Mail, unconditionally, when their phone is busy, when there is no reply, or both (when busy and no reply). Whenever callers leave a message for the guest, the guest will be notified of the new message.

Mailbox Privacy

The Mailbox can be password protected. Each mailbox user can access the mail box only by entering the password. To avoid unauthorized access, we recommend that the password is changed regularly by the SE. Make sure it is strong and is kept confidential. In case the user forgets the password, it must be reset by the System Engineer. However, for the convenience of guests, the VMS functioning in the 'Hotel' mode will not prompt for the password, every time they access their mailbox.

To know more about the Voice Mail System, for installation and configuration instructions, refer Configuring Voice Mail System in the System Manual.

Wake-up Calls

Wake-up call service is today a taken-for-granted hotel amenity. It is one of the most basic, yet important customer services that every hotel offers to its guests.

An efficient, guest-focused wake-up call service warrants the following flexibility:

- Guest should be able to set/cancel Wake-up call from their room phone.
- Operator should be able to set/cancel Wake-up call for the guest from the front desk.
- It should be possible for the Operator to greet the guest personally, when the guest answers the Wake-up call.
- It should be possible to greet the guest through a recorded message when the guest answers the Wake-up call.
- It should be possible to deliver the Weather information, Road Traffic Status, Date and Time or a Special announcement to the guest when the guest answers the Wake-up call.
- It should be possible to view and print the Wake-up Call Status. The Status can be viewed using Jeeves or using DSS key assigned to Wakeup Call Log.

The Wake-up call feature of SARVAM UCS is designed to meet these requirements with further enrichments.

Using the Wake-up call feature of SARVAM UCS:

- Wake-up calls can be set and canceled by the Operator from the Operator phone and the Front Desk User.
- Wake-up calls can be set and canceled by the guests from their room phones.
- Wake-up calls can be configured as:
 - Once Only - A one-time call, where the room phone rings at the set time.
 - Daily - A repeat call, where the room phone rings at the set time everyday.
- Multiple Wake-up calls can be set for the guest by the Operator and/or by the guest himself. For example, Daily Wake-up call at 07:00am is set for a guest. One day the guest wants to wake up earlier at 05:00am. The guest/Operator can set another wake-up call, that is, a Once Only Wake-up call, at 05:00am without disturbing the daily wake-up call. Both the Wake-up calls will ring at the set time.
- When multiple wake-up requests have been set by a guest from the room phone, the guest can cancel all wake-up requests from the room phone, but cannot cancel a particular wake-up request. To cancel a particular wake-up request, the guest must inform the Operator, who can cancel it using the Front Desk User.
- It is not possible to modify a wake-up call request. Instead, the wake-up call request should be canceled and a new one should be made.
- SARVAM UCS can register as many as 960 Wake-up call requests set by the Operator and guests.
- Wake-up calls can be voice-guided, if the System has a Voice Mail System (VMS) module installed. Voice Guided Wake-up Calls are supported by SARVAM UCS VMS Software.
- All the Wake-up events are logged in the [“Hotel-Motel Activity Log”](#).
- The mechanism for serving Wake-up calls can be configured as 'Personalized' or 'Automated'.

- When the Wake-up call serving mechanism is configured as 'Personalized',
 - The Operator Phone rings first⁷², displaying the number of the Room Phone to which the wake-up call is to be served.
 - When the Operator answers this call, a call is placed on the Room Phone on which the wake-up call is set.
 - The Room Phone rings for the duration of the Alarm Ring Timer.
 - When the guest answers the call, the Operator greets the guest with the time and wake-up message. This event is recorded in the Hotel-Motel Activity Log as 'Wake-up Alarm of <HH:MM> Answered on <phone number>'.
 - If the guest does not answer the call till the Alarm Ring Timer has elapsed, the Operator phone will display a text message notifying 'No Reply' from the room phone number. The Wake-up call is now considered as served. This event is recorded in the Hotel-Motel Activity log as 'Wake-up Alarm of <HH:MM> No Reply on <Phone Number>'.
 - If the Room Phone is busy⁷³, the Operator Phone will display a text message notifying that the room phone number is 'Busy'.
 - The Operator can
 - send a staff to the guest's room to serve the alarm request in person.
 - call the busy room phone again.
 - set Auto Call Back⁷⁴.
- When the Wake-up call serving mechanism is configured as 'Automated',
 - The Room Phone rings at the set time till the end of the Alarm Ring Timer. If the Room Phone is from the EON series, a Wake-up Call message will appear on the phone display.
 - When the guest answers the call, s/he may be played music-on-hold, a pre-recorded voice message, or be connected to a routing group, depending upon the Alarm Notification Type configured by the Installer. (At the time of installation, the SE may consult with the Hotel Administration to decide which of these options is to be configured as the Alarm Notification Type.)
 - If the guest does not answer the wake-up call, the SARVAM UCS makes two more attempts (total 3 attempts) at an interval of 5 minutes to call the guest. (Each attempt is recorded in the Hotel-Motel Activity log as 'Wake-up Alarm of <HH:MM> No Reply on <Phone Number>'.
 - If all Wake-up call attempts go unanswered, the SARVAM UCS places the call on the Operator Phone. The Operator Phone rings till the end of the Alarm Ring Timer. The Operator Phone displays the number of the Room Phone with the message 'No Reply'. The Wake-up call is now considered as served. (This event is recorded as "Alarm Notification to Front Desk for <Phone Number>").
 - If the Room Phone is busy SARVAM UCS will continue to make Wake-up call Attempts at the Alarm Interval configured. When all Alarm Attempts go unanswered, the SARVAM UCS will place a call on the Operator phone. The Operator Phone will display the number of the Room Phone with the message 'Busy'.

72. The Operator phone rings for the duration of the Alarm Ring Timer. If the Operator does not answer the call, the SARVAM UCS will make two more Alarm Attempts at an Alarm Attempt Interval of 5 minutes to call the Operator.

73. It is also possible that the guest may not have replaced the receiver of the room phone properly in the cradle or put aside the receiver. An improperly placed receiver may also be the cause for the busy tone on that phone. In that case, the system will notify the Operator Phone with the 'Off-Hook Alert'. This event is recorded in the Hotel-Motel Activity Log as "Alarm not Served, <phone number> is Busy".

74. Refer the User Guide for EON for instructions on how to set Auto Call Back for extensions.



The notification to the operator/front desk when guest phone is busy or not responding to the wake-up call can be disabled. When this notification to the operator is disabled, the system will not ring on the operator's extension nor display any text message to inform the operator of the unanswered alarm call or busy state of the guest phone. To do this the flag 'Notify operator when guest phone is busy/not responding the Alarm Call' should be disabled.

- The Snooze function can be added to 'Wake-up calls-Automated' to ensure that the guest wakes up and answers the call. Snooze is a system-wide feature; when set, this function will be added to all Automated Wake-up calls.
- When Snooze is activated,
 - The Room Phone rings for the Number of Alarm Attempts configured, at set Alarm Attempt Intervals.
 - The Room Phone stops ringing when the guest answers the call and dials '0' to acknowledge the Wake-up call. Please note that the Wake-up Call Acknowledgment Code is non-configurable.
- Wake-up Call Status, that is, details of Wake-up calls that have not been served, can be viewed from the Front Desk User. Wake-up call Report can be generated as well. You can also view the Wakeup Call Log Status on the phone LCD using the DSS key assigned to Wakeup Call Log.



- *The duration of Alarm Ring Timer, the Number of Alarm Attempts and the Alarm Attempt Interval are configurable.*
- *In rooms with multiple phones, regardless of the Check-In Profile, the Wake-up call will be served only on the Phone for which it is set by the Operator or from which it is set by the Guest.*
- *Wake-up calls can be set for administration phones also.*
- *Wake-up call settings will be retained in the system during power down and system upgrades.*

Configuring Wake-up Calls

The following parameters play an important role in the functioning of the Wake-up Call feature. These parameters carry default values. The default values have been selected keeping the larger user base in mind. However, these values can be changed by the System Engineer at the time of installation or afterwards to match the Hotel's requirement.

1. **Alarm Ring Timer** - The duration for which the system rings the Room Phone to serve a Wake-up call. By default, the Alarm Ring Timer is set to 45 seconds. This timer can be set between 001 to 255 seconds. This timer also signifies the duration for which the Operator phone rings to notify that a Wake-up call has not been answered or the room phone is busy.
2. **Number of Alarm Attempts** - Number of times the system attempts to place a Wake-up call on the Room Phone before notifying the Operator that the call is not answered or the phone is busy. By default, the Number of Alarm Attempts is set to '3'. The Number of Alarm Attempts can be set between 1 and 9.
3. **Alarm Attempt Interval** - The time period between each Wake-up Call attempt. By default, the Alarm Attempt Interval is set to 5 minutes. The Alarm Attempt Interval can be set between 1 and 9.
4. **Use Alarm with Snooze** - Snooze is a functionality which forces the guest to acknowledge the Wake-up call. With snooze functionality enabled, the system expects the guest to answer the wake-up call by going off-hook and dial Acknowledgment code '0'. With snooze disabled, the system considers the wake-up as answered when the guest simply answers the wake-up call by going off-hook (dialing acknowledgment code is not mandatory). The Hotel administration can decide whether to enable snooze. By default, snooze is disabled.

5. **Configurable Alarm Type** - When the Front Desk User and guests set a Wake-up call request, the system gives them the choice of setting 'Once Only' or 'Daily' Wake-up calls. User experience however, shows that 'Once Only' Wake-up calls requests are more common than 'Daily' Wake-up calls. So, SARVAM UCS allows you the flexibility of setting 'Once Only' as the default Alarm Type, by disabling the 'Configuring Alarm Type' flag.

When this flag is disabled the system will prompt the Front Desk User/Guest to enter the Time of the Wake-up call and consider the Alarm Type as 'Once Only'.

By default, this flag is disabled.

6. **Configurable Alarm Category** - When the Front Desk User sets a Wake-up call for a guest, the system prompts them to select an Alarm Type (Once Only or Daily) and to select the alarm serving mechanism - 'Automated or Personalized'.

If the Hotel wishes to offer only 'Automated' Wake-up calls to its guests, SARVAM UCS allows the flexibility to set 'Automated' as the default wake-up call serving mechanism. This can be done by disabling the 'Configurable Alarm Category' flag.

When this flag is disabled, the system will consider the wake-up call serving mechanism as 'Automated' and will prompt the Front Desk User only for the Time of the wake-up call.

By default, this flag is disabled.



- *When both flags 'Configurable Alarm Type' and 'Configurable Alarm Category' are disabled, the system will set and serve 'Once Only - Automated' wake-up calls only.*
- *If the 'Configurable Alarm Type' flag is disabled, but the 'Configurable Alarm Category' flag is enabled, the system will set 'Once Only' wake-up calls, but give the option of selecting 'Automated' or 'Personalized' as the serving mechanism.*
- *Similarly, if 'Configurable Alarm Type' is enabled, but the 'Configurable Alarm Category' flag is disabled, the system will allow both 'Once Only' and 'Daily' wake-up calls to be set, but the serving mechanism will be 'Automated'.*

7. **Voice Guided Alarm Verification:** For Voice-guided Alarms, the VMS of SARVAM UCS allows Front Desk User/ Operator and guests to enable/disable the Alarm Verification for alarms and reminders. If this option is enabled it allows the Front Desk User/Operator and guests to confirm the Time set for an alarm and Date and time set as a reminder. By default, this flag is enabled.



The flags 'Configurable Alarm Type' and 'Configurable Alarm Category' are not applicable for Voice-guided Alarms. In the case of Voice-guided Alarms, the Operator/Extension user will be prompted to select the Alarm type and serving mechanism, each time, even when both aforementioned flags are disabled.

8. **Alarm Notification Type** - This is the means of notifying the guest about the Wake-up call. The guest can be played Music-On-Hold, Live Music, Pre-recorded Voice Message, Weather information, Date and Time, etc. The SARVAM UCS supports four types of Alarm Notifications:
- **Voice Message:** Selecting this option would play a message recorded in the Voice Module to the guest when s/he answers the wake-up call.
 - **Music-On-Hold:** Selecting this option would play music-on-hold to the guest when s/he answers the wake-up call.

- **Routing Group:** Selecting this option would connect the guest to the stations configured in the Alarm Notification Group. For this option to work, the System Engineer should connect a device which can play customized wake-up greetings with date, time, weather conditions, traffic conditions, a marketing message, announce key services provided by the hotel⁷⁵, etc. on the stations configured in the Alarm Notification Group.
- **Voice Mail:** Selecting this option would connect the Front Desk User/Operator and guests to the Voice Mail System. Use this option only if you have VMS installed in the system.

Selecting this option would connect the guest to the stations configured in the Alarm Notification Group. For this option to work, the System Engineer should connect a device which can play customized wake-up greetings with date, time, weather conditions, traffic conditions, a marketing message, announce key services provided by the hotel⁷⁶, etc. on the stations configured in the Alarm Notification Group.

Alarm Notification Type must be configured at the time of installation.

9. **Macros** - This is a short code for simulating the Wake-up call. The SLTs with special function keys send a fixed string to the system, when each function key is pressed. The system interprets this string and translates it into a string that can be understood by the system. For example, the SLT has a special function key for Wake-up calls which sends the string '51' to the system. The system can be configured to translate '51' into the feature access code for wake-up calls, '*161'.

All the above listed parameters can be configured using:

- Quick Installation Wizard-Hotel
- SE web pages
- SE commands

Configuring the Wake-up Call parameters using Hotel Installation Wizard

These parameters can be configured on the **Presets and other Critical Parameters** page and **Re-defining the Macro String and Macro Access Code** page of the Hotel Installation Wizard. Refer [“Setting Up SARVAM UCS for Hospitality Application”](#) for instructions on accessing and navigating the Wizard.

Configuring the Wake-up Call parameters using SE Web Pages

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters**.

75. *Secretarial, concierge services, entertainment programs, spa treatments, currency exchange, baby care, pick-up/drop-off/transfer services, sightseeing trips, travel desk, etc.*

76. *Secretarial, concierge services, entertainment programs, spa treatments, currency exchange, baby care, pick-up/drop-off/transfer services, sightseeing trips, travel desk, etc.*

Emergency ▸ → Extension Search E&M Configuration ▸ → Firmware Management Hotel Settings ▾ → Hotel Parameters → Hotel-Motel Activity Log → PMS Interface → Room Type → Room Number → Room - Phone Mapping ISDN Configuration ▸ Key Template ▸ Least Cost Routing (LCR) ▸	Hotel Parameters <hr/> Alarms Use Alarm with Snooze <input type="checkbox"/> Alarm Ring Timer(sec) 045 Number of Alarm Attempts 3 ▾ Alarm Attempt Interval(min) 5 ▾ Notify Operator when Guest Phone is busy/not responding the Alarm Call <input checked="" type="checkbox"/> Configurable Alarm Type (Once Only / Daily) <input type="checkbox"/> Configurable Alarm Category (Personalized / Automated) <input type="checkbox"/> Voice Guided Alarm Verification <input checked="" type="checkbox"/>
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- Under **Alarms** configure the Wake-up call parameters:
 - **Use Alarm with snooze:** enable this flag if you want to use the Snooze function for the Wake-up Call.
 - **Alarm Ring Timer (Sec.):** you may change the time for which the Wake-up Call will ring on the guest's phone and the time for which the Operator phone will ring to notify an unanswered Wake-up Call.
 - **Number of Alarm Attempts:** you may increase or decrease the number of attempts the system should make to serve a Wake-up call.
 - **Alarm Attempt Interval:** you may increase or decrease the time gap between each attempt the system makes to serve a Wake-up call.
 - **Notify operator when guest phone is busy/not responding to the Alarm Call:** disable this flag if you do not want the system to inform the Operator/Front Desk user about failure to serve the automated wake-up call due to No Reply/Busy state of the guest phone. (this is not there in system para but is there in the hotel link)
 - **Configurable Alarm Type flag:** disable this flag, by clearing the check box, if you do not want the system to provide the Front Desk User/Operator and the Guests the option of setting 'Once Only' or 'Daily' Wake-up calls. When this flag is disabled, the system will allow only 'Once Only' alarms to be set.
 - **Configurable Alarm Category:** disable this flag, by clearing the check box if you do not want the system to provide the Front Desk User/Operator the option of setting 'Personalized' or 'Automated' Wake-up calls. When this flag is disabled, the system will follow the 'Automated' Wake-up call serving mechanism. The Front Desk User/Operator will not be prompted to choose between 'Automated' and 'Personalized' Wake-up calls when setting Wake-up calls for a guest room phone or an administration phone.
 - **Voice Guided Alarm Verification:** By default, for voice-guided Alarms and Reminders set by the Front Desk User/Operator and guests, the system plays them the option to confirm the Time/Date and Time they have set for the Alarm/Reminder. If you do not want the system to provide them this option, disable Voice Guided Alarm Verification by clearing this check box.
- Click **Submit** at the bottom of the page to save changes.
- Click **Station Advanced Feature Template** to open the page.

- Select an Advanced Feature Template number (by default Template 50 is assigned to all guest room phones).
- Scroll with the horizontal bar to reach the column **Alarm Notification Type**.
- Select the desired Alarm Notification Type to be set on all room phone phones from the combo box: Voice Message, Music-On-Hold, Routing Group or Voice Mail.
 - If you select Voice Message as the Alarm Notification Type, ensure that you assign a voice module to 'Alarm' voice message application. Please refer topic 'Voice Message Applications' in the system manual for more details.
 - If you select Music-On-Hold as the Alarm Notification Type, no further configuration is required.
 - If you select Routing Group as the Alarm Notification Type, make sure you connect a device capable of playing messages when a call is placed on it. Read Customized Wake-up Messaging Devices for further instructions.
 - If you select Voice Mail as the Alarm Notification Type, make sure you have installed the Voice Mail System Module.
- Click **Submit** at the bottom of the page to save the change in the Template.
- Apply the Template now configured with the Alarm Notification Type to the room phones.

Refer the topic '*Station Advanced Feature Template*' in the SARVAM UCS System Manual for instructions on applying this template to SLTs, DKPs, ISDN Terminals and SIP Extensions.



If you want to set different Alarm Notification Types for different room phones⁷⁷, it is recommended that you configure a separate Station Advanced Feature Template for each Alarm Notification Type. On each room phone, apply the Template with the relevant Alarm Notification Type that you want configure for that room phone.

- To configure SLTs with special Alarm function key and to create macro for a DKP key, click **Macros** to open the page.

^{77.} For example, play Music-on-hold on a few room phones, pre-recorded voice messages on some rooms, and customized wake-up greetings from external devices on others.

Index	Number String	Access Code
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		

- In **Number String**, enter the strings to be replaced with on receiving the strings from the SLT.
- In **Access Codes**, enter the strings sent by the SLT on pressing the special function key.

For example, on SLT when the special function key labeled 'Wake-up' is pressed, it sends a string '51' to the SARVAM UCS. In this case, configure the string '*161' (feature access code for Wake-up calls) in the field 'Number String, and enter the string '51' in the corresponding field viz. 'Access code'.

Configuring the Wake-up Call parameters using SE commands

- Enter SE mode.

To configure **Alarm Ring Timer**,

- Dial command **2201-Seconds**,
Where,
Seconds is from 001 to 255. Default: 45 seconds.

To configure **Number of Alarm Attempts**,

- Dial command **2202-Number of Alarm Attempts**,
Where,
Number of Alarm Attempts is from 1 to 9. Default: 3.

To configure **Alarm Attempt Interval**,

- Dial command **2203-Alarm Attempt Interval**,
Where,
Alarm Attempt Interval is from 1 to 9 minutes. Default: 5 minutes.

To configure **Snooze function**,

- Dial command **2204-Snooze**,
Where,
Snooze is 0 or 1. Select '0' to disable Snooze and '1' to enable snooze.

To disable/enable **Configurable Alarm Type**,

- Dial command **2208-Flag**,
Where,
Flag is 0 for Disable, 1 for Enable. **Default = Enabled.**

To disable/enable **Configurable Alarm Category**,

- Dial command **2209-Flag**,
Where,
Flag is 0 for Disable, 1 for Enable. **Default = Enabled.**

To configure the flag Notify Operator when guest phone is Busy/Not responding to the Alarm Call:

- Dial command **2210-Code**
Where,
Code is:
0 for Disable (operator will not be notified)
1 for Enable (operator will be informed)
Default = Enabled.

To configure **Alarm Notification Type**,

- Dial command **5602-1-Template Number-12-Alarm Notification Type**,
Where,
Template Number is Station Advanced Feature Template from 01 to 50. Default: 50.
Alarm Notification Type is:
1 for Music on Hold
2 for Voice Message (Voice Modules)
3 for Routing Group
4 for Voice Mail
E.g.: To configure Routing Group as Notification Type in Template number 50: dial 5602-1-50 -12-3

To apply the Station Advanced Feature Template now configured with the Alarm Notification Type to room phones, dial the following commands:

If guest room phones are SLTs, dial:

- **5603-1-SLT-Template Number** to apply the template on a single SLT.
- **5603-2-SLT-SLT-Template Number** to apply the template on a range of SLTs.
- **5603-*-Template Number** to apply the same template to all SLTs.

Where,

SLT is the Software port number of the SLT, from 001 to 512

Template Number is the number of the Station Advanced Feature Template (01 to 50) you have configured with the Alarm Notification Type.

If guest room phones are DKPs, dial:

- **5604-1-DKP-Template Number** to apply the template on a single DKP.
- **5604-2-DKP-DKP-Template Number** to apply the template on a range of DKPs.
- **5604-*-Template Number** to apply the template to all DKPs.

Where,

DKP is the Software port number of the DKP, from 001 to 128.

Template Number is the number of the Station Advanced Feature Template (01 to 50) you have configured with the Alarm Notification Type.

If guest room phones are ISDN Terminals, dial:

- **5607-1-ISDN Terminal-Template Number** to assign a template to a single terminal.
- **5607-2-ISDN Terminal-ISDN Terminal-Template Number** to assign the same template to a range of terminals.
- **5607-*-Template Number** to assign the same template to all terminals.

Where,

ISDN Terminal is the Software Port number of the Terminal from 01 to 64.

Template Number is the number of the Station Advanced Feature Template (01 to 50) you have configured with the Alarm Notification Type¹

If guest room phones SIP Extensions, dial:

- **5612-1-SIP Extension-Template Number** to assign a template to a single extension.
- **5612-2-SIP Extension-SIP Extension-Template Number** to assign the same template to a range of extensions.
- **5612-*-Template Number**

Where,

SIP Extension is from 001 to 999.

Template Number is the number of the Station Advanced Feature Template (01 to 50) you have configured with the Alarm Notification Type

To configure Macros, dial the following commands:

- **1810-Macro Index-Number String** to create a macro.

Where,

Macro Index is from 01 to 25 (as 25 macros can be created)

Number String is the feature access code for Wake-up call, in this case '*161'

Terminate the command with '#' as the number string is less than 24 digits.

E.g.: to create a macro for Wake-up call on Index 3: dial **1810-03-*161-#**

- **1810-Macro Index-#** to clear a macro.
- **3115-1-Macro Index-Access Code** to configure Access code (that is, number sent to the system by the SLT)
Where,
Macro Index is from 01 to 25
Access Code is a string of 4-digits. If the length of the Access code is less than 4-digits terminate the command with '#'

E.g.: To configure access code '51' for the macro for Wake-up call dial: **3115-1-03-51-#**

- Dial command **3115-1-Macro Index** to clear the Access code for the macro
- Exit SE mode.

Customized Wake-up Messaging Devices

Wake-up Messaging devices play real-time updated information like the date and time, greetings, weather information, Road highway status, specific event announcements, etc. when called upon. These devices should be connected to the SARVAM UCS on its SLT ports. SARVAM UCS should be configured as given below:

- Connect the devices for customized wake-up greetings to SLT ports only.

- Log into the SE web pages as System Engineer.
- Under **Configuration**, click **Routing Group** to open the page.
- Select the default Routing Group 31 used for Alarm Notification Group, or any other Routing Group number
- Select **SLT** as the **Member Type** and enter the **SLT Port Number** where the device is connected. It is possible to configure 32 members in a single routing group.
- If only one device is connected, disable all other members from 02-32 by setting **Member Type** to **None**.
- Click **Submit** at the bottom of the page to save your setting.
- Open the **Station Advanced Feature Template** page. By default Template Number 50 is applied to all phones (rooms and administration phones). This template has **Voice Message** as default notification type. It is recommended that you configure another Template.
- Select **Routing Group** as the Alarm Notification Type in the template.
- Enter the number of the **Alarm Notification Routing Group** (default group: 31) in which you have configured the device (SLT port).
- Click **Submit** at the bottom of the page to save changes.
- Apply the Station Advanced Feature Template now configured with Routing Group as Alarm Notification Type and the number of the Alarm Notification Routing Group to room and administration phones. Refer the section *Station Advanced Feature Template* in the SARVAM UCS System Manual for instructions on applying this template to phones (SLTs, DKPs, ISDN Terminals and SIP Extension).

Setting Wake-up Calls

Wake-up calls can be set by the guests from the room phones by themselves. Alternatively, the guest can ask the Operator to set wake-up call from him.

The Hotel using Voice Mail System Module can offer Voice Guided Wake-up call feature to the guests. The voice messages guide him through a menu to set the wake-up call in a step-by-step manner. The guest would get a voice message announcing the wake-up call with the time.

Voice Guided Wake-up Call set/canceled by Operator

The Operator can set voice guided Wake-up calls for guests using EON or SLT.

Operator Using EON

Using DSS Key:

- Press DSS Key assigned to Remote Voice Guided Wake-up call.
- Follow the Voice Mail System prompts to set/cancel wake-up call.

Using Command:

- Pick up the handset.
- Dial **1072-034**.
- Follow Voice Mail System Prompts to set/cancel wake-up call.
- Replace Handset.

Operator using SLT

- Pick up the handset.
- Dial **1072-034**.
- Follow Voice Mail System Prompts to set/cancel wake-up call.
- Replace Handset.

Voice Guided Wake-up Call set/canceled by Guests

Guests can set/cancel wake-up calls from their room phones. The room phones may be from the EON series or a standard SLT of any make. Guests can use voice guided wake-up call feature as well.

Guests using EON

If the guest uses EON, he can set the wake-up call using the DSS key as well as by dialing the command.

Using DSS Key:

- Press 'Wake-up' key. (This key should be configured for voice-guided wake-up call)
- Follow the Voice Mail System prompts to set/cancel wake-up call.

Using Command:

- Pick up the handset.
- Dial **163**.
- Follow Voice Mail System prompts.
- Replace Handset.

Guests using SLT

If the guest uses SLT having special hotel functions keys, he can set the wake-up call using the Wake-up key. Alternatively, the guest can set/cancel wake-up call by dialing the command.

Using Wake-up Key:

- Press 'Wake-up' key. (The label on the SLT key may differ from model to model)
- Follow the Voice Mail System prompts to set/cancel wake-up call.

Using Command:

- Pick up the handset.
- Dial **163**.
- Follow Voice Mail System Prompts.
- Replace Handset.



- *SLTs with special hotel function keys will work only if the corresponding Macros are configured by the Installer/SE at the time of installation. Please refer the section [“Configuring Wake-up Calls”](#).*
- *Without the Voice Mail System Module installed, the guest having SLT with special hotel functions keys will not be able to use the wake-up key to set/cancel wake-up call. The guest will be able to set/cancel wake-up call only by dialing the command.*

Non-Voice Guided Wake-up Calls set/canceled by Operator

The Operator can set/cancel non-voice guided Wake-up calls using:

- Front Desk User
- EON
- SLT

Operator using Front Desk User

- Log into Front Desk User.
- Click **Guest Search** to open the form.

- Search Guest by Guest Number/Name/Room Number/Phone Number.

- The **Guest Services** form for the particular guest will open.

- Go to the option **Set Wake-up Alarm** under Guest Privilege.
- Set the wake-call as required, that is, Automated or Personalised, Daily or Once Only from the respective combo boxes.
- Set the time for the selected wake-up call.
- Click the **Set Wake-up Alarm** button.

- You can set multiple wake-up calls for the same guest. All wake-up calls set for the guest will be displayed at the bottom of the **Guest Services** page.

To cancel wake-up calls,

- Click the **Cancel All Wake-up Calls** buttons.
- All wake-up calls will be canceled.



If there are multiple wake-up calls set for a guest, you cannot cancel wake-up calls selectively on this page. For example, a guest has multiple alarms set; two Once Only and a Daily wake-up calls are set. The guest wants the Daily wake-up to be canceled. The Daily wake-up cannot be canceled from this page. To cancel wake-up calls selectively, you must go to the Wake-up alarm status page.

To cancel Wake-up calls selectively,

- Click **Wake-up Alarm Status** to open the form.

- The wake-up calls set for the guests will be displayed by phone number, with the option of canceling each alarm.
- Select the **Cancel Alarm** check box of the alarm you want to cancel.
- Click the **Cancel Selected Alarms** button at the bottom of the page.
- The selected wake-up call(s) will be canceled.

Operator using EON

Using DSS Key:

To set Wake-up Call for the guest,

- Press the 'Remote Wake-up Call' key.
- Enter the Room Number/Phone Number⁷⁸.
- Enter Time in HH:MM
- Select 'Once Only' or 'Daily'.
- Press 'Enter' key.
- Select 'Personalized' or 'Automated'.
- Press 'Enter' key to set Wake-up Call.
- You get a confirmation tone and a text message with the phone number for which the wake-up call is set.
- Go Idle or you get dial tone after 3 seconds.

To cancel Wake-up Calls,

- Press 'Remote Wake-up Call' Key.
- Enter Room Number.
- Select 'Cancel All'.
- Press 'Enter' Key.



To cancel wake-up calls selectively, go to 'Wake-up Alarm Status' page of the Front Desk User.

Using Commands

To set Wake-up Call for the guest,

- Pick up the handset.
- Dial **1072-003**.
- Enter the Room Number/Phone Number.
- Enter Time in HH:MM
- Dial 1 for Once Only or Dial 2 for Daily
- Dial 1 for Personalized or Dial 2 for Automated.
- Press 'Enter' key to set Wake-up Call.
- You get a confirmation tone and a text message with the phone number for which the wake-up call is set.
- Replace Handset on the cradle or you get dial tone after 3 seconds.

To cancel Wake-up Calls,

- Pick up the handset.
- Dial **1072-003**.
- Enter the Room Number/Phone Number.
- Dial **#**.
- You get a confirmation tone and a text message with the phone number for which the wake-up call is canceled.
- Replace Handset on the cradle or you get dial tone after 3 seconds



Use the 'Wake-up Alarm Status' page of the Front Desk User to cancel wake-up calls selectively.

⁷⁸. Enter Room number if check-in profile is Single or Family. Enter Phone number if check-in profile is Budget.

Non-Voice Guided Wake-up Calls set/cancel by Guests

Guests using EON

If the guest uses EON, he can set the wake-up call using the DSS key as well as by dialing the command.

Using DSS Key:

To set Wake-up call,

- Press 'Wake-up' key.
- Enter Time in HH:MM
- Select 'Once Only' or 'Daily'.
- Press 'Enter' key.
- You get a confirmatory text message and confirmation tone.
- Go Idle or you get dial tone after 3 seconds.

To cancel Wake-up Calls,

- Press 'Wake-up' Key.
- Select 'Cancel All'.
- Press 'Enter' Key.

Using Commands:

To set Wake-up call,

- Pick up the handset.
- Dial **161**.
- Enter Time in HH:MM (24-hours format)
- Dial 1 for Once Only or Dial 2 for Daily.
- Press 'Enter' key.
- You get a confirmatory text message and confirmation tone.
- Replace Handset on the cradle or you get dial tone after 3 seconds

To cancel Wake-up Calls,

- Pick up the handset.
- Dial **161**.
- Dial **#**.
- You get a confirmatory text message and confirmation tone.
- Replace Handset on the cradle or you get dial tone after 3 seconds

Guests using SLT

To set Wake-up Call,

- Pick up the handset.
- Dial **161**.
- Dial HH:MM
- Dial 1 for Once Only or Dial 2 for Daily.
- You get confirmation tone.
- Replace the Handset on the cradle.

To cancel Wake-up Calls,

- Pick up the handset.
- Dial **161**.
- Dial **#**.
- You get confirmation tone.
- Replace the handset.



- *Guests can set only automated wake-up calls from their room phones. For personalized wake-up calls, they must request the Operator.*
- *If a guest has multiple wake-up calls set, the guest cannot cancel wake-up calls selectively. If the guest attempts to cancel a wake-up call from the room phone, all wake-up calls to be canceled. Canceling of selected wake-up calls can be done only by the Operator.*
- *Wake-up calls set on a room phone by the Operator or by the guest will be served, even if DND is set on the same room phone.*
- *Regardless of the check-In profile (Single, Family, or Budget), wake-up call set for a phone, by the guest or the operator, will be applicable only on that particular phone.*

Wake-up Call Status

The Operator can view the status of Wake-up Calls set for individual guests as well as for all guests at a glance. This can be done using the Front Desk User only.

To view Wake-up Call Status of individual guests:

- Log into Front Desk User.
- Click **Guest Search** to open the form.
- Search Guest by Guest Number/Name/Room Number/Phone Number.
- The **Guest Services** form for the particular guest will open.
- The status of Wake-up calls set for and by the guest appears on this page, with details of time (hours and minutes), type (once only, daily), and serving mechanism (personalized, automated).

To view Wake-up Call Status of all guests:

- Log into Front Desk User.
- Click **Wake-up Alarm Status**.
- The Wake-up Alarm Status for each guest phone will be displayed.
- You can print this page by clicking the **Print** button at the bottom of this page.



- *It is possible to cancel the wake-up call set for guests, by selecting the corresponding check box.*
- *It is not possible to view the wake-up call status on the EON or SLT.*

Wake-Up Call Report

SARVAM UCS generates Wake-up call report on request by the Operator, as well as at a set time which is referred to as Scheduled Wake-up Call Report. The Wake-up Call Report can be printed on a printer or can be sent to a computer. The Wake-up Call Report is useful when Operators change shifts.

Configuring the System for Generating Scheduled Wake-up call Reports

Following parameters should be configured to generate Wake-up Call Report:

1. Destination Port (Communication Port/Ethernet (LAN/WAN) Port) for Hotel Reports
2. Parameters⁷⁹ of Communication Port/Ethernet (LAN/WAN) Port.
3. Enable the Scheduled Wake-up Call Report.
4. Set the time to generate the Scheduled Wake-up Call Report.

⁷⁹. Speed/Baud Rate, Data Bits, Parity.

The first two parameters can be configured using:

- Quick Installation Wizard-Hotel
- SE web pages
- SE commands

The last two parameters, that is, the Scheduled Wake-up Call Report flag and the time for the Report must be set from the SA mode.

Configuring Scheduled Wake-up call Report Generation using Hotel Installation Wizard

In the Hotel Installation Wizard,

- **Destination port for Hotel Reports** can be assigned on the **Programming Presets and Other Critical Parameters** page.
- Communication Port parameters can be configured on the **Communication Port** page. Refer the topic [“Setting Up SARVAM UCS for Hospitality Application”](#) for instructions on accessing and navigating the Wizard.

Configuring Scheduled Wake-up Report Generation using SE web pages

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters**.
- Go to **Destination Port of Hotel Reports** and select the COM /Ethernet / USB to COM Port to be assigned.
- Click **Submit** to save your setting.

If **COM/ USB to COM Port** is selected, configure the parameters of the port.

- Click **Communication Ports** and configure the parameters of the COM/ USB to COM Port that has been assigned as the destination port.
- If **Ethernet** is selected, configure the **Destination IP Address: Port** on the Hotel Parameters page.
- Click **Submit** to save changes.

Configuring Scheduled Wake-up call Report Generation using SE commands

- Enter SE mode.

To assign Destination Port for Hotel Reports,

- Dial command **3701-Destination Port Code**

Where, Destination Port Code,

0 is None

1 is for COM Port

2 is for Ethernet Port

3 is for USB to COM Port

E.g.: to assign COM Port as destination port, dial 3701-1

- Exit SE mode.

To configure parameters of the COM Port assigned as the Destination Port using SE commands, refer the chapter [“Communication Ports”](#) for instructions.

Generating Scheduled Wake-up Call Reports

To generate Scheduled Wake-up Call Report, the Operator must

- enable the Scheduled Wake-up Call Report.

- set the time to generate the Scheduled Wake-up Call Report.

Both are possible from the SA mode only. The Operator may dial the following SA commands using EON or an SLT. It is assumed that the Operator is in SA mode.

Using EON

To enable Scheduled Wake-up Call Report:

- Pick up the handset.
- Dial **1072-036-1**.
- You get a confirmatory text message and a confirmation tone.

To set time for Scheduled Wake-up Call Report:

- Dial **1072-037**.
- Dial Time in Hours and Minutes (HH:MM)
- You get a confirmatory text message and a confirmation tone.
- Go Idle or you get dial tone after 3 seconds

To disable Scheduled Wake-up Call Report:

- Pick up the handset.
- Dial **1072-036-0**.
- You get a confirmatory text message and a confirmation tone.
- Go Idle or you get dial tone after 3 seconds.

Using SLT

- Pick up the handset.
- Dial **1072-036-1** to enable Scheduled Wake-up Call Report.
- You get confirmation tone.
- Dial **1072-037**.
- You get feature tone.
- Dial Time in HH:MM.
- You get confirmation tone.
- Replace the handset.

The system will print the Scheduled Wake-up Call Report at the time set by the Operator at the designated Destination port.



The SLT from which the Operator dials these commands must have the features 'Allow SA Commands' and 'System Administrator (SA) Mode' enabled in its Class of Service.

Printing Wake-Up Call Reports

The Operator can Wake-up Call Reports using:

- Using Front Desk User
- Using SA Commands from EON
- Using SA Commands from SLT



When Scheduled Wake-up Call is enabled and the time is set, the system will automatically print the report at the set time.

Using Front Desk User

- Log into Front Desk User.
- Click **Wake-up Alarm Status** form.
- The Wake-up call details for each guest phone will be displayed.
- Click the **Print** Button.
- The Wake-up Call Report will be printed on the destination port as assigned.

Using SA Commands from EON

Using DSS Key:

- Press the 'Print Alarm Report' key.
- You get a confirmatory text message and a confirmation tone.
- Go Idle or you get dial tone after 3 seconds
- The Wake-up Call Report will be printed on the destination port as assigned.

Using Command:

- Pick up the handset.
- Dial **1072-913**.
- You get a confirmatory text message and a confirmation tone.
- The Wake-up Call Report will be printed on the assigned port.

Using SA Commands from SLT

- Pick up the handset.
- Dial **1072-913**.
- You get confirmation tone.
- Replace the Handset on the cradle.
- The Wake-up Call Report will be printed on the assigned port.



EON48 has a DSS Key configured with the function of Printing Alarm Reports, in the default key map for the Hospitality mode. Verify with your Installer/System Engineer if the default key map has been changed.

These are a set of call management features that guests can operate on their own from their respective room phones. SARVAM UCS offers the following features which are most useful to the guests.

- Calling an External Number
- Calling the Front Desk
- Setting Wake-up Call
- Setting Do Not Disturb (DND)
- Forwarding Calls
- Accessing Voice Messages
- Calling Floor Service

SARVAM UCS offers other features as well for guests like Call Transfer, Call Conference, Auto-Call-Back, Auto-Redial, etc. Refer the SARVAM UCS System Manual for description and operating instructions for these features.

The room phone of the guest may be a digital key phone of the EON series, or any standard Single Line Telephone (SLT). The instructions for using guest features are provided separately for EON and SLT.



The Hotel may prepare a User Card for guests to be placed along with the phone in each room with feature access codes and instructions on how to use these features.



The feature access codes used in the instructions are default values. Verify with the System Engineer/ Installer whether these have been changed and use the current access codes configured by the Installer/ System Engineer.

Calling an External Number

Instructions for Guest using EON

- Press DSS Key assigned to Trunk.
- Dial the External Number

Instructions for Guest using SLT

- Dial **0** (users worldwide)
- Dial External Number

OR

- Dial **9** (users in USA)
- Dial External Number



For long distance and international numbers, dial country code +area code before dialing the external number.

Calling the Front Desk

Instructions for Guest using EON

- Press DSS Key assigned to Operator/Front Desk

Instructions for Guest using SLT

- Dial **9**

OR

- Dial **0** (for users in USA only)

Setting Wake-Up Call

Instructions for Guest using EON

To set Once Only Wake-up Call,

- Press the 'Wake-up Call' key.
- Enter Time in HH:MM
- Select 'Once Only'.
- Press 'Enter' key.
- You get a confirmatory text message on the phone's display and confirmation tone.

To set Daily Wake-up Call,

- Press the 'Wake-up Call' key.
- Enter Time in HH:MM
- Select 'Daily'.
- Press 'Enter' key.
- You get a confirmatory text message on the phone's display and confirmation tone.

To cancel Once Only and Daily Wake-up Calls,

- Press 'Wake-up Call' Key.
- Select 'Cancel All'.
- Press 'Enter' Key.

To set Voice Guided Wake-up Call,

- Press DSS Key assigned to Voice Guided Alarm.
- Follow the Voice Mail System prompts to set wake-up call.

To cancel Voice Guided Wake-up Call,

- Press DSS Key assigned to Voice Guided Alarm.
- Follow the Voice Mail System prompts cancel wake-up call.

Instructions for Guest using SLT

To set Once Only Wake-up Call:

- Pick up the handset.
- Dial **161**

- Dial **HH:MM**
- Dial **1**
- Replace the Handset.

To set Daily Wake-up Call:

- Pick up the handset.
- Dial **161**
- Dial **HH:MM**
- Dial **2**
- Replace the Handset.

To cancel Once Only and Daily Wake-up Calls,

- Pick up the handset.
- Dial **161-#**.
- Replace the Handset.

To set Voice Guided Wake-up Call,

- Pick up the handset.
- Dial **163**
- Follow Voice Mail System Prompts.
- Replace the handset.

To cancel Voice Guided Wake-up Call,

- Pick up the handset.
- Dial **163**
- Follow Voice Mail System Prompts.
- Replace the handset.



If you have set multiple wake-up calls, all will be canceled. If you want to cancel wake-up calls selectively, request your Operator to do it for you.

Setting Do Not Disturb (DND)

Instructions for Guest using EON

To set DND:

- Press the 'DND' Key.
- Scroll to select the type of call:
 - All calls
 - Internal calls
 - External calls
- Press 'Enter' key.
- You get a text message 'DND Set' on the phone's display and confirmation tone.

To select a DND Message:

- Press the 'DND' Key.
- Scroll to select the Set DND Message option.
- The list of DND messages appear on the phone's display:
 - Do Not Disturb
 - Unavailable
 - In a Meeting
 - In a Conference
 - Try on Mobile
 - On Vacation

- On Business Trip
- Out of Office
- With a Guest
- Scroll to the desired option and press 'Enter' key.
- You get a text message 'DND Set' on the phone's display and confirmation tone.
- Go Idle or you get dial tone after the confirmation tone.

To cancel DND:

- Press the DND Key again.
- The following options appear on the phone's display
 - All calls
 - Internal calls
 - External calls
 - Cancel DND
- Select Cancel DND and press 'Enter' key.
- You get a text message 'DND Canceled' on the phone's display and confirmation tone.

Instructions for Guest using SLT

To set DND:

- Lift handset.
- Dial 18-1 to set DND for All calls
- Dial 18-2 to set DND for Internal calls
- Dial 18-3 to set DND for External calls
- Replace handset.

To select DND Message:

- Lift handset.
- Dial 18-4-1 for 'Do Not Disturb'
- Dial 18-4-2 for 'Unavailable'
- Dial 18-4-3 for 'In a Meeting'
- Dial 18-4-4 for 'In a Conference'
- Dial 18-4-5 for 'Try on Mobile'
- Dial 18-4-6 for 'On Vacation'
- Dial 18-4-7 for 'On Business Trip'
- Dial 18-4-8 for 'Out of Office'
- Dial 18-4-9 for 'With a Guest'
- Replace handset.

To cancel DND:

- Lift handset.
- Dial 18-0
- Replace handset.

Forwarding Calls

Instructions for Guest using EON

To forward calls to another Extension in the Hotel,

- Press 'Forward' Key.
- Scroll to select the desired Call Forward Type from the list that appears on your phone's display:
 - Call Forward-Unconditional
 - Call Forward on Busy
 - Call Forward on No Reply

- Call Forward on Busy or No Reply
- Dual Ring
- Press 'Enter' key.
- Enter the destination Extension Number/Voice Mail Group Number.
- Press 'Enter' key.
- You get a confirmatory text message and confirmation tone.
- Go Idle or you get dial tone after 3 seconds.

To forward calls to an External Phone Number,

- Press 'Forward' Key.
- Scroll to select the desired Call Forward Type from the list that appears on your phone's display:
 - Call Forward-Unconditional
 - Call Forward on Busy
 - Call Forward on No Reply
 - Call Forward on Busy or No Reply
 - Dual Ring
- Press 'Enter' key.
- Enter Trunk Access Code and destination External Number.
- Press 'Enter' key.
- You get a confirmatory text message and confirmation tone.

To cancel Call Forward,

- Press 'Call Forward' Key again.

Instructions for Guest using SLT

To forward calls to another Extension in the Hotel,

- Pick up the handset.
- Dial **131-Extension Number/Voice Mail Group Number** to forward Unconditionally
- Dial **132 -Extension Number/Voice Mail Group Number** to forward If Busy
- Dial **133-Extension Number/Voice Mail Group Number** to forward If No Reply
- Dial **134-Extension Number/Voice Mail Group Number** to forward If Busy or No Reply
- Dial **136-Extension Number/Voice Mail Group Number** for Dual Ring
- Replace Handset.

To forward calls to an External Number,

- Pick up the handset.
- Dial **131-Trunk Access Code-External Number** to forward Unconditionally
- Dial **132-Trunk Access Code-External Number** to forward If Busy
- Dial **133-Trunk Access Code-External Number** to forward If No Reply
- Dial **134-Trunk Access Code-External Number** to forward If Busy or No Reply
- Dial **136-Trunk Access Code-External Number** for Dual Ring
- Replace Handset.

To cancel Call Forward,

- Pick up the handset.
- Dial **13-0**
- Replace Handset.

To disable Dual Ring,

- Pick up the handset.
- Dial **136-0**
- Replace Handset.

SIP Phone users can also set **Call Forward-When Not Registered**. For more information and instruction, see [“Call Forward-When Not Registered”](#).

Accessing Voice Messages

Instructions for Guest using EON

- Press Voice Mail Key.
- Follow voice prompts.

Instructions for Guest using SLT

- Dial **3931-Follow Voice Prompts**

Calling Floor Service

- Dial **38**

SARVAM UCS supports two communication ports for ETERNITY GENX platform. The first COM Port is inbuilt on the CPU Card and the other can be used by connecting the USB to COM converter in the External USB Port of the CPU Card.

SARVAM UCS supports only one communication port for ETERNITY MENX and LENX platform. This can be used by connecting the USB to COM converter in the External USB Port of the CPU Card.

SARVAM UCS supports a serial, asynchronous, DB-9 connector for the Communication Port.

The following facilities of SARVAM UCS need COM or USB to COM Port:

- PMS Interface
- CAS Interface

The following facilities of the SARVAM UCS can use COM or USB to COM Port:

- SMDR Reports
- SMDR Online
- SMDR Posting
- PMS Interface
- CAS Interface (SMDR Posting)
- Hotel Motel Activity Log
- System Activity Log
- System Fault Log

A communication port (COM or USB to COM) has the following configurable attributes:

- Speed in bps.
- Number of data bits.
- Number of stop bits.
- Parity

Configuring Communication Port Attributes

These attributes must be configured keeping in mind the application for which the COM or USB to COM Port is used.

The COM or USB to COM Port attributes can be changed using:

- Quick Installation Wizard-Hotel
- SE web pages
- SE commands

To configure COM or USB to COM Port attributes from the Hotel Installation Wizard,

- Log in System Engineer.
- Click **Use Quick Installation Wizard-Hotel** link.
- Navigate to the **Communication Ports** screen.

Parameter	COM Port	USB to COM
Speed (Bps)	115200	115200
Data Bits	8	8
Parity	None	None
Stop Bits	1	1

Next

- Set the values for **COM** or **USB to COM** Port.
- Click **Next** to navigate the Wizard further.

To change the COM or USB to COM Port attributes using SE pages:

- Log in as System Engineer.
- Under **Configuration**, click **Communication Ports**.

Parameter	COM Port	USB to COM
Speed (Bps)	115200	115200
Data Bits	8	8
Parity	None	None
Stop Bits	1	1

Submit Default

- Set the desired values for COM or USB to COM Port:
 - Speed (Bps)
 - Data Bits
 - Parity
 - Stop Bits



When the USB to COM converter is connected to the External USB Port, the same will be notified on this page.

- Click **Submit** to save changes.

To change the Communication attributes using SE commands:



The SE Commands mentioned below are applicable only for COM Port and not for USB to COM Port.

- To set Data Transfer rate for a COM Port:

- Enter SE mode.
- Dial command **3201-Port-Speed**

Where,

Port is

1 for COM Port

Speed is

0 for 1200 bps

1 for 2400 bps

2 for 4800 bps

3 for 9600 bps

4 for 19200 bps

5 for 38400 bps

6 for 57600 bps

7 for 115200 bps

- Exit SE Mode

By default, Data Transfer Speed⁸⁰ is 115200 bps.

- To set Data Bits for a COM Port:

- Enter SE mode.
- Dial command **3202-Port-Data Bits**

Where,

Port is

1 for COM Port

Data Bits are

0 for 7 data bits

1 for 8 data bits

- Exit SE Mode

By default, Data Bits are 8.

- To set Parity for a COM Port:

- Enter SE mode.
- Dial command **3203-Port-Parity**

Where,

Port is

1 for COM Port

Parity is

0 for None

1 for Odd

2 for Even

3 for Mark

4 for Space

- Exit SE Mode

By default, Parity is set as 'None'.

- To set Stop Bits for a COM Port:

- Enter SE mode.
- Dial command **3204-Port-Stop Bits**

Where,

80. Please note that maximum speed of the COM port allowed in two-way communication like while configuring through computer, configuring through the Jeeves is 2400 bps only.

Port is

1 for COM Port

Stop Bits are

0 for 1 stop bit

1 for 2 stop bit

- Exit SE Mode

By default, Stop Bits are 1.

- To assign default parameters to a COM Port:

- Enter SE mode.

- Dial command **3210-Port**

Where,

Port is

1 for COM Port

- Exit SE Mode

Example 1: to configure COM Port with the following parameters:

- Speed = 9600 bps.
- Data Bits = 8 bits.
- Parity = None.
- Stop Bits = 1.

use the following commands:

3201-1-3

3202-1-1

3203-1-0

3204-1-0



The following parameters for communication port are recommended for computer connectivity or configuration through computer:

- *Speed = 9600 bps.*
- *Data Bits = 8.*
- *Parity = None.*
- *Stop Bits = 1.*

Connecting SARVAM UCS with a Computer

The SARVAM UCS is capable of interfacing itself with a computer through RS232C ports. Generally, all PCs have communication port called COM Port. The SARVAM UCS can communicate with the PC through COM or USB to COM Port. Matrix provides as optional communication cable for this purpose. Please contact Matrix Dealer or the company to obtain this cable. This communication cable is provided with DB-9 female connectors on both ends. You may connect any end to the SARVAM UCS and the other end to the PC. If the PC supports only USB connectivity, you must use a USB-to-DB-9 converter. You may use a USB to DB-9 connector of any standard brand available in the market.

Refer the following table for pin-out details of the COM port.

Pin No.	Signal Name
1	NC
2	Receive Data (RXD)
3	Transmit Data (TXD)

Pin No.	Signal Name
4	NC
5	Ground (GND)
6	NC
7	NC
8	NC
9	NC

Property Management System (PMS) is an application software commonly used by hotels to manage their administration functions and provide efficient customer service. The PMS used by the hotel is interfaced with the UC Server of the hotel, so that both can communicate with each other.

The PMS and the UCS exchange information about guest check-in, guest check-out, wake-up calls, DND set on the room phone, etc. For example: the PMS informs the UCS about guest check-in activity once the guest is checked into the Hotel. On receipt of this information, the UCS performs a number of functions like: assigning a pre-defined Call Privilege (the type of outgoing calls the guest can make), pre-defined Call Budget amount (allowing the guest to make outgoing calls worth this amount only), etc.

The PMS also informs the UCS when a Wake-up call is set for a guest using PMS software (by operator), and other additional information.

On its part, the UCS informs the PMS about the Wake-up call set by the guest from the room phone, sends the cost of the call made by the guest from the room.

Any information exchanged by the PMS and the UCS is known as a 'message'. The messages exchanged follow a fixed 'Message format'.

The PMS and the UCS communicate with each other using a proprietary protocol.

The SARVAM UCS supports PMS Interface on its Communication Port (RS232), Ethernet (LAN/WAN) Port and USB to COM Port.

The SARVAM UCS supports the following PMS protocols:

- Matrix PMS Type1 - supported on RS232 and TCP/IP
- Matrix PMS Type2 - supported on RS232 and TCP/IP
- Micros Opera - supported on TCP/IP only
- Softbrands Extended Starlight - supported on RS232 and TCP/IP

The SARVAM UCS can be interfaced with the PMS using any one of these protocols that suits the Hotel administration.



PMS Interface requires a license. Please refer the topic 'License Management' in the SARVAM UCS System Manual to know more.

Matrix PMS Protocol

The SARVAM UCS supports two proprietary PMS Protocols:

- Matrix PMS Type1
- Matrix PMS Type2

The SARVAM UCS can be interfaced with the PMS using any one of these protocols that suits the Hotel administration.

Matrix PMS Type1

The following table summarizes the flow of messages between SARVAM UCS and the Matrix Type1 PMS Interface.

From PMS to SARVAM UCS	From SARVAM UCS to PMS
PMS-SARVAM UCS synchronization	SMDR OG Call Details
Check-In	Mini Bar Details
Check-Out	Room Clean Status
Guest In (Guest Present)	Data Transfer (in fixed format)
Guest Out (Guest Absent)	Room Occupancy Status
Set/Cancel Alarms	Se/Cancel Alarm
Set/Cancel Message Wait	Online OG SMDR
Set/Cancel DND	User Defined Fields (UDF)
Alarm Status	
Room Occupancy Display	
Room Shift	
Room Clean Display	
Guest Name	
Dynamic Lock Level	
Guest Group Assignment	
Data Transfer Request	
SMDR OG Detail Request	
Update Room Clean Status	
Update Room Occupancy Status	

Matrix PMS Type2

The flow of messages between SARVAM UCS and the Matrix Type2 PMS Interface is summarized in the table below.

From PMS to SARVAM UCS	From SARVAM UCS to PMS
Communication Messages	
Are you there	Request to Initialize
General Reset	
General Reset End	
Feature Messages	
Check-In	Message Register
Check-Out	User Defined Fields
Message Wait	Room Status
Guest Name	
Wake-up Call	



- *Please consult the Matrix Technical Support Desk for information on these protocols for SARVAM UCS side.*
- *The Installer/System Engineer must verify with the Dealer/Distributor or with the Matrix Support Desk whether your software supports it.*
- *The Installer/System Engineer must check the PMS Software to be used by the Hotel and select the compatible PMS Protocol Type in SARVAM UCS.*
- *The System Engineer is advised to consult Matrix Technical Support Team to identify the compatible protocol for the PMS software.*

Setting Up PMS Interface

To use the PMS Type1/Type2 PMS interface/Micros Opera PMS Interface/ Softbrands Extended Starlight PMS Interface the System Engineer may follow the steps described below.

Many of these steps may have been completed at the time of installing the system, in which case, skip to the next step.

1. Change "[Customer Profile](#)" to 'Hotel', if not done already at the time of installing the system with the Hotel Installation Wizard.

The Customer Profile can be changed from 'System Parameters' page of the SE web pages.

2. Assign Station Type, 'Administration' and 'Guest' to SLTs, DKPs, ISDN Terminals and SIP Extensions, if not done already after selecting the Customer Profile.

The Station Type can be configured from SE web pages:

- SLT Parameters
- DKP Parameters
- ISDN Terminals Parameters
- SIP Extension Settings

Refer the topic "[Configuring Customer Profile](#)" or the SARVAM UCS System Manual for instructions.

3. Configure Presets and other parameters on the 'Hotel Settings - Hotel Parameters' page of the SE web pages.
4. Assign flexible numbers to the extension phones.
5. Do not assign numbers to the Rooms. Keep the Room Numbers Blank.
6. Configure Guest Phone in a Room. In a Room a maximum of 8 guest phones can be configured.

Configuring the Guest Phone in a room has no relation with the actual placement of the Guest Phones in the rooms of the hotel. This configuration is required for the internal user of the system.

If a Guest Phone is not assigned a room, the system will not be able to Check-In a guest on such stations.

Guest Phones can be assigned in the room from 'Hotel Settings - Room-Phone Mapping' page of the SE web pages.



- *If at a later stage, the 'Station Type' of any station is to be changed from Guest to Administration, the station must be first removed from the Room. Only then can you can the Station Type to Administration.*
- *If at a later stage, the 'Station Type' of any station is to be changed from Administration to Guest, or new Guest Phones are to be added, the Guest Station can be assigned any Room. The Check-In Profile of the room must be 'Budget', this can be done using SA command.*

7. Set up PMS Interface. SARVAM UCS supports PMS Interface on its Communication Port (RS232) as well as the LAN/WAN port.

You can set up the PMS Interface on any of these ports, depending on the installation scenario and requirement of the Hotel.

Micros Opera PMS Interface is supported on TCP/IP only.

Softbrands Extended Starlight PMS Interface is supported on RS232 and TCP/IP.

Setting up PMS Interface on Communication Port (RS232)

There is a single Communication Port in the SARVAM UCS.

If the Installer/System Engineer has decided to set up the PMS Interface on the COM Port (RS232) or USB to COM Port, the following functional components are required to make the interface work:

- A PC with a spare serial/COM port (not supplied by Matrix).
- The PMS Software (not supplied by Matrix).
- The SARVAM UCS (supplied by Matrix). Now, follow these instructions to set up the PMS Interface on the COM Port.

Now, follow these instructions to set up the PMS Interface on the COM/ USB to COM Port.

- Locate a spare serial/COM port on the PC.
- Connect the COM/ USB to COM port of the SARVAM UCS with the COM port of the PC using the communication cable supplied by Matrix⁸¹.
- Configure parameters of the COM port of the SARVAM UCS like Baud rate, Start bit, Stop bit and Parity. Refer the chapter "[Communication Ports](#)" for instructions.

Setting up PMS Interface

If the Installer/System Engineer has decided to set up the PMS Interface on the LAN/WAN Port, the following functional components are required to make the interface work:

- A PC with a spare LAN/WAN port (not supplied by Matrix) OR any free port of the LAN Switch on which the PMS server application software is running.
- The PMS Software (not supplied by Matrix).
- The SARVAM UCS (supplied by Matrix).

Now, follow these instructions to set up the PMS Interface on the LAN/WAN port:

- Connect the LAN/WAN port of the CPU card of the SARVAM UCS with the LAN/WAN Port of the PC (on which PMS server application is running) or to one of the ports of the LAN Switch, if the PMS server is in the same LAN.

⁸¹. This cable is supplied by Matrix as an optional item.

Configuring Matrix PMS Interface

If you have successfully installed the PMS Interface on the COM Port (RS232)/Ethernet (LAN/WAN)/ USB to COM Port, you may now configure the PMS Interface. This involves the following steps:

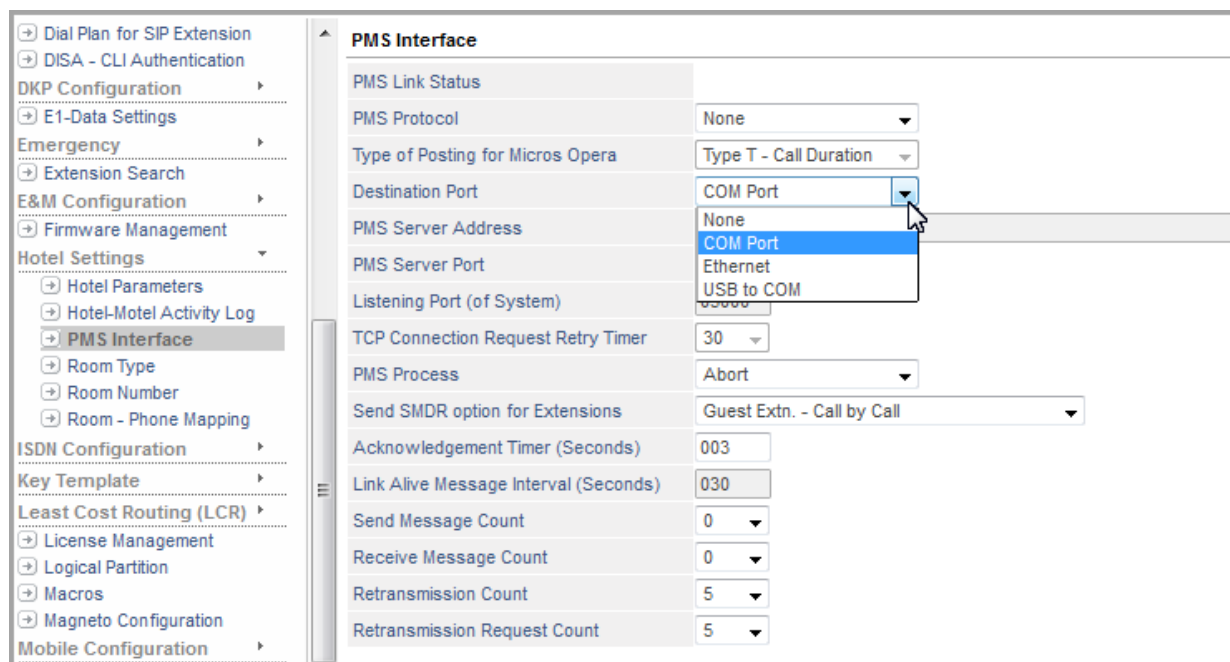
- Defining a Destination Port for the PMS Interface
- Selecting the PMS Interface Protocol - Matrix PMS Type1, Matrix PMS Type2
- Configuring the PMS Interface Type1/Type2 Parameters
- Start PMS Process

You may use the SE web pages or SE commands to accomplish this.

1. Define Destination Port

To define the Destination Port for PMS Interface from SE web pages,

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **PMS Interface**.



PMS Interface	
PMS Link Status	
PMS Protocol	None
Type of Posting for Micros Opera	Type T - Call Duration
Destination Port	COM Port
PMS Server Address	
PMS Server Port	
Listening Port (of System)	
TCP Connection Request Retry Timer	30
PMS Process	Abort
Send SMDR option for Extensions	Guest Extn. - Call by Call
Acknowledgement Timer (Seconds)	003
Link Alive Message Interval (Seconds)	030
Send Message Count	0
Receive Message Count	0
Retransmission Count	5
Retransmission Request Count	5

- Select the appropriate **Destination Port**.

If the PMS Interface is set up on the Communication Port (RS232), select the COM Port as the Destination Port.

If the PMS Interface is set up on the Ethernet (LAN/WAN) Port, select the Ethernet Port as the Destination Port.

If the PMS Interface is set up on the USB to COM Port, select the USB to COM Port as the Destination Port.

- Click **Submit** to save changes.

COM or USB to COM Port as Destination Port

- If you selected COM/ USB to COM Port as the Destination Port, open the link 'Communication Ports'.
- Configure the parameters of the COM/ USB to COM Port (Baud rate, Start bit, Stop bit, Parity etc.) selected for the PMS Interface to match with those of the COM port of the PC to which SARVAM UCS is connected.
- Click 'Submit' to save changes.

Ethernet Port as Destination Port

- If you selected Ethernet Port as the Destination Port, configure the following parameters for the port:
- PMS Server Address - This is the IP Address of the PMS Server. Both IPv4 and IPv6 addresses are supported.
- PMS Server Port⁸² - This will be used as the destination TCP Port in the transport layer.
- 'Listening Port' (of SARVAM UCS) - This is the port which the SARVAM UCS will use as a Source Port while sending the messages to the PMS Server.
- Click 'Submit' to save changes.

To define destination port for the PMS application using SE command,

- Enter SE mode from any extension of SARVAM UCS.
- Dial command **3602-Destination Port**

Where,

Destination Port 0 is for None (default)

1 is for COM Port

2 is for Ethernet

3 is for USB to COM Port

E.g.:

- To select Ethernet Port as Destination Port, dial: **3602-2**.
- Exit SE mode.



IPv6 address can be configured using Jeeves only.

For SE commands to configure the other COM port parameters like Baud rate, Start bit, Stop bit etc., please refer the chapter "[Communication Ports](#)".

- Dial command **3612-Address-Address-Address-Address** to configure PMS Server's IP Address.
Where,
Address is of 15 digits max. (000-255 for the first 3 Octets and 001-254 for the fourth Octet)
- Dial command **3613-Port** to configure PMS Server Port
Where,
Port is from 01025 to 65535.
- Dial command **3614-Listening Port** to configure Listening Port of SARVAM UCS.
Where,
Listening Port is from 01025 to 65535.
- Dial command **3616-TCP Connection Request Retry Timer**
Where,
Timer is from 01-99 seconds.
By default, TCP Connection Request Retry Timer is set to 30 sec.
- Exit SE mode.

82. This will be used as the destination TCP Port in transport layer.



Make sure, the Listening Port for the Web Server and the Listening port of SARVAM UCS for PMS are configured different by the Installer/System Engineer.

2. Select the PMS Interface Protocol

- While still logged in as System Engineer in the 'PMS Interface' page,
- Select the desired 'PMS Protocol Type' to be used:
 - None
 - PMS Type1
 - PMS Type2
 - Micros Opera
 - Softbrands Extended Starlight
- Click 'Submit' at the bottom of the page.

To select the PMS Interface Protocol using SE command,

- Enter SE mode from any extension of SARVAM UCS.
- Dial command **3604-1** to select PMS Type1
- Dial command **3604-2** to select PMS Type2
- Dial command **3604-3** to select Micros Opera
- Dial command **3604-4** to select Extended Starlight
- Exit SE mode.

3. Configure the Matrix PMS Protocol Parameters

Now, configure the parameters of the Matrix PMS Protocol type you selected.

Matrix Type1 PMS Protocol Parameters

If you selected PMS Type1 as the protocol, configure the following parameters on the 'PMS Interface' page, while still logged in as System Engineer.

- **Send SMDR option for Extensions:** Select the mode in which SARVAM UCS should send call records to the PMS for the purpose of call cost calculation. Call records can be sent 'Call by Call', that is, after each call has been made or at 'Check Out', that is, when the PMS performs a check-out all the call records of the guest phone is sent to the PMS. Call records can also be sent 'Call by Call', that is, after each call has been made from the guest phone as well as the Administrator. **Default: Don't Send.**
- **Acknowledgement Timer:** Acknowledgment timer is the time for which the sender of the message waits for a response (ACK/NAK/Error Message/Response Message) from the receiver. The range of the timer is 000 to 255. **Default: 003 seconds.**
- **Send Message Count:** This is the message count for messages sent by the UCS to the PMS. The message count increments on delivery of ACK/Error message/Response message to the PMS. The range of the Send Message Count is from 0 to 9. **Default: 0**

Set receive message count to '0' only if the PMS does not support message count.

- **Receive Message Count:** this is the message count for messages received by the UCS from the PMS. The message count increments on receipt of ACK/Error message/Response message from the PMS. The range of the Receive Message Count is from 0 to 9. **Default: 0**

Set receive message count to '0' only if the PMS does not support message count.

- **Retransmission Count:** it is the maximum number of times the message is retransmitted from the UCS to the PMS, if message delivery is not successful. The range of the count is 0 to 9. **Default: 5.**
- **Retransmission Request Count:** the number of times the UCS will request the PMS to retransmit the message when the message content is invalid. In other words, it is the maximum number of times the NAK-request for retransmission signal should be sent by the UCS to the PMS. The range of the count is 0 to 9. **Default: 5.**
- Click 'Submit' at the bottom of the page.

To configure PMS Type1 interface parameters using SE commands,

- Enter SE mode from any extension of SARVAM UCS.
- Dial command **3604-1** to select PMS Type1.
- Dial command **3605- Send SMDR option for Extensions** to select the mode for posting call records.
Where,
Send SMDR option for Extensions is
0 for Don't send OG SMDR on PMS.
1 for Send Call-by-Call only for Guest.
2 for Send at Check Out for Guest.
3 for Send Call-by-Call for Guest + Admin.
- Dial command **3606-Acknowledgement Timer** to change the timer
Where,
Acknowledgment Timer is from 001 to 255 seconds.
- Dial Command **3607-Send Message Count** to increment message count on delivery of message to the PMS.
Where,
Retransmission Count is from 0 to 9.
- Dial Command **3607-Receive Message Count** to increment message count on receipt of message from the PMS.
Where,
Retransmission Count is from 0 to 9.
- Dial Command **3609-Retransmission Count** to change the number of retransmissions.
Where,
Retransmission Count is from 0 to 9.
- Dial Command **3610-Retransmission Request Count** to change the number of retransmission requests to the PMS.
Where,
Retransmission Count is from 0 to 9.

If you want to restore the default PMS parameters:

- Dial command **3601** to restore default values of the PMS parameters.
Doing so will cause all the above parameters to assume their default values.
- Exit SE mode.

Matrix Type2 PMS Protocol Parameters

If you selected PMS Type2 as the protocol, configure the following parameters on the 'PMS Interface' page, while still logged in as System Engineer.

- **Communication Message:** enable/disable communication messages between the PMS and UCS. If you select disable, communication messages will not be used between the PMS and UCS. **By Default it is enabled.**



Communication Messages can be enabled only using SE commands.

- **Acknowledgement Timer:** Acknowledgment timer is the time for which the sender of the message waits for a response (ACK/NAK/Error Message/Response Message) from the receiver. The range of the timer is 000 to 255. **Default: 003 seconds.**
- **Retransmission Count:** it is the maximum number of times the message can be retransmitted. The range of the count is 0 to 9. **Default: 5.**
- Click 'Submit' at the bottom of the page.

To configure PMS Type2 interface parameters using SE commands,

- Dial command **3650-1** to enable Communication Messages. Dial **3650-0** to disable.
- Dial command **3606-Acknowledgement Timer** to change the timer
Where,
Acknowledgment Timer is from 001 to 255 seconds.
- Dial Command **3609-Retransmission Count** to change the number of retransmissions.
Where,
Retransmissions Count is from 0 to 9.

If you want to restore the default PMS parameters:

- Dial command **3601.**

4. Start PMS Process

If you configured all the related parameters of the PMS Interface Protocol you selected, you may now initialize communication between PMS and UCS.

While still logged in as System Engineer in the 'PMS Interface' page,

- Go to the option 'PMS Process'.
- Select 'Start' to initialize communication between PMS and UCS.
- To stop the process, select 'Abort', which is also the default setting.

- Click 'Submit' at the bottom of the page.

PMS Interface	
PMS Link Status	
PMS Protocol	None
Type of Posting for Micros Opera	Type T - Call Duration
Destination Port	None
PMS Server Address	
PMS Server Port	05000
Listening Port (of System)	05000
TCP Connection Request Retry Timer	30
PMS Process	Abort
Send SMDR option for Extensions	Abort
Acknowledgement Timer (Seconds)	003
Link Alive Message Interval (Seconds)	030
Send Message Count	0
Receive Message Count	0
Retransmission Count	5
Retransmission Request Count	5

Submit Default

To start/abort PMS Process using SE command,

- Enter SE mode.
- Dial command **3603-1** to start the PMS process. Dial command **3603-0** to abort the PMS process.
- Exit SE mode.

When you start the PMS process, the data transfer between the PMS and the port of the UCS on which it is interfaced begins. No other process can use this port until you abort the PMS process. When you abort the PMS process the port will be freed and any other process can use it.

Using Matrix PMS Interface

Using Matrix Type 1 PMS Interface

Check-In/Check-Out Message, Guest In/Guest Out, Room Shift, Guest Detail Change

- These messages flow from PMS to SARVAM UCS only; which means, Check-In and Check-Out, setting Guest-In/Guest-Out, performing Room Shift, changing Guest Details - Name and Title, Guest Group - are allowed from Property Management application software only.
- SARVAM UCS will execute these commands only if the request is received from PMS Interface.
- Commands given from SA mode or Front Desk User will be ignored.

Message Wait

- PMS can set Message Wait for a particular guest phone as required.
- When Message Wait is set from the PMS, the guest phone will receive message waiting indication.
- When the guest requests Message Wait retrieval, the call will be placed on the Operator station.
- Operator answers the call, greets the guest, and conveys the waiting messages.
- SARVAM UCS will inform the PMS about any new message wait set for a station.

Wake-Up Call

- Wake-up call can be set and canceled from the PMS. The PMS will inform the UCS about it.
- Wake-up calls can be set and canceled also from the UCS. The UCS will inform the PMS about it.

Auto-generation of Abbreviated Name

Abbreviated Name can be auto-generated using the PMS only. The abbreviated name will be assigned from the Guest Name you configure.

To configure auto-generation functionality using SE web pages:

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Settings**.

The screenshot shows a web interface for configuring hotel settings. On the left is a navigation menu with options like 'Extension Search', 'E&M Configuration', 'Firmware Management', 'Hotel Settings', 'Hotel Parameters', 'Hotel-Motel Activity Log', 'PMS Interface', 'Room Type', 'Room Number', 'Room - Phone Mapping', and 'SDN Configuration'. The 'Hotel Parameters' option is selected. The main content area is titled 'Others' and contains several configuration items:

Others	
Assign Mailbox at Check-In	<input checked="" type="checkbox"/>
To Transfer the Message to the General Mailbox or to delete it at the time of Checkout	Delete Message
To post Check-In Welcome Message to the Mailbox of the guest at the time of Check-In	Enable
Automatically generate Abbreviated Name	<input type="checkbox"/>
Maximum length for auto generated Abbreviated Name	3

At the bottom of the configuration area are two buttons: 'Submit' and 'Default'.

- Click **Hotel Parameters** and scroll to **Others**.
- Select the **Automatically generate Abbreviated Name** check box to enable.
- Configure the number of characters you wish the system to auto-generate as the Abbreviated name from the Guest Name in **Maximum length for auto generated Abbreviated Name**.
- Click **Submit**.

Room Clean Status

- Room Clean status can be changed from the PMS. The PMS will inform about the room clean status to the UCS.
- Clean status of Guest room can be changed using Room Clean status change feature access code from SARVAM UCS. SARVAM UCS will inform this status to PMS.
 - Maid shall use this feature command to update room clean status.
 - The Maid may use the following feature command from the guest room phone to update the room clean status:
 Dial **1054-Code**
 Where,
 Code is 0 to 5
 1 is for 'Maid Present'
 2 is for 'Dirty'
 3 is for 'Clean'
 4 is for 'To be Inspected'
 5 is for 'Out of Service'
- Clean status can be updated also from the Front Desk:
 Dial **1072-909- Room Number/Phone Number-Code**
 Where,
 Code is
 1 for 'Maid Present'
 2 for 'Dirty'
 3 for 'Clean'
 4 for 'To be Inspected'
 5 for 'Out of Service'

Mini Bar

- Mini Bar status can be updated only from the guest room phone using the Mini Bar status change feature access code.
- SARVAM UCS will inform the PMS about the status of the Mini Bar.
- To update the consumption of edible items, the room service staff must dial the following command from the guest room phone:
1056-Item Code-Quantity
 Where,
 Item Code is of two-digits. (as defined by the Hotel Administration)
 Quantity is of two-digits.

User Definable Fields

SARVAM UCS supports flexibility of customizing PMS interface as per customer's need.

SARVAM UCS supports interface, whereby hotel staff can input strings of a maximum of 78 digits each.

On receiving this input, PMS Interface of SARVAM UCS will transparently pass this information to External PMS Software.

The External PMS Software can decode this string as configured by the PMS Installer.
SARVAM UCS does not store this input.

The string can be sent from the Guest Phone using following feature access code

1096-Digit String-#*

This feature can be used from the SA mode using following command

1072-920-Station Number-Digit String-#*



The following commands will not work when Matrix Type1 PMS Interface is selected:

- *Check-In*
- *Check-Out*
- *Guest-In, Guest-Out*
- *Room Shift*
- *Guest Name/Title Change*

Using Matrix Type2 PMS Interface

Communication Messages

- Communication messages are required for the handshaking and database synchronization.

Check-In/Check-Out Message

- This message flows from PMS to SARVAM UCS only; which means, Check-In and Check-Out is allowed from Property Management application software only.
- SARVAM UCS will execute Check-In and Check-Out only if the request is received from PMS Interface.
- Check-In and Check-Out commands given from SA mode or Front Desk Use will be ignored.

Guest Name

- This message flows from PMS to SARVAM UCS only.
- Guest Name received from PMS will be stored as station name for the guest phone.

Message Wait

- PMS can set Message Wait for a particular guest phone as required.
- When Message Wait is set from the PMS, the guest phone will receive message waiting indication.
- When the guest requests Message Wait retrieval, the call will be placed on the Operator station.
- Operator answers the call, greets the guest, and conveys the waiting messages.

Wake-Up Call

- Wake-up call can be set and canceled from the PMS.
- Wake-up calls can be set and canceled also from the UCS.
- When Wake-up call is set/canceled from the UCS, it will not be informed to the PMS.

Auto-generation of Abbreviated Name

Abbreviated Name can be auto-generated using the PMS only. The abbreviated name will be assigned from the Guest Name you configure.

To configure auto-generation functionality using SE web pages:

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Settings**.

Others	
Assign Mailbox at Check-In	<input checked="" type="checkbox"/>
To Transfer the Message to the General Mailbox or to delete it at the time of Checkout	Delete Message
To post Check-In Welcome Message to the Mailbox of the guest at the time of Check-In	Enable
Automatically generate Abbreviated Name	<input checked="" type="checkbox"/>
Maximum length for auto generated Abbreviated Name	3

Submit Default

- Click **Hotel Parameters** and scroll to **Others**.
- Select the **Automatically generate Abbreviated Name** check box to enable.
- Configure the number of characters you wish the system to auto-generate as the Abbreviated name from the Guest Name in **Maximum length for auto generated Abbreviated Name**.
- Click **Submit**.

Room Clean Status

- Clean status of Guest room can be changed using Room Clean status change feature access code.
- Maid shall use this feature command to update room clean status.
- SARVAM UCS will inform this status to PMS.
- The Maid may use the following feature command from the guest room phone to update the room clean status:

Dial **1054-Code**

Where,

Code is

- 1 is for 'Maid Present'
- 2 is for 'Dirty'
- 3 is for 'Clean'
- 4 is for 'To be Inspected'
- 5 is for 'Out of Service'

- Clean status can be updated also from the Front Desk:

Dial **1072-909- Room Number/Phone Number-Code**

Where,

Code is

- 1 for 'Maid Present'
- 2 for 'Dirty'
- 3 for 'Clean'
- 4 for 'To be Inspected'
- 5 for 'Out of Service'

User Definable Fields

SARVAM UCS supports flexibility of customizing PMS interface as per customer's need. SARVAM UCS supports interface, whereby the hotel staff can input strings of maximum 78 digits.

On receiving this input, PMS Interface of SARVAM UCS will transparently pass this information to External PMS Software.

The External PMS Software can decode this string as configured by the PMS Installer. SARVAM UCS does not store this input.

The string can be sent from the Guest Phone using the following feature access code

1096-Digit String-#*

This feature can be used from the SA mode using the following command

1072-920-Station Number-Digit String-#*



The following commands will not work when Matrix Type 2 PMS Interface is selected:

- *Check-In*
- *Check-Out*
- *Room Occupancy Status Change*
- *Room Occupancy Display*
- *Guest Status: Guest-In and Guest-Out*
- *Room Shift*
- *Guest Name and Guest Title*
- *Scheduled Room Status Report*
- *Scheduled Change of Room Status*

Micros Opera PMS Interface

Micros Opera PMS is a popular, IP-based property management software widely used by hotels worldwide.

Configuring Micros Opera PMS Interface

The Micros Opera PMS Interface parameters can be configured using:

- Quick Installation Wizard-Hotel (allows you to select Software Type only).
- SE web pages
- SE command

To configure the Micros Opera PMS Interface, follow the steps given below:

1. Change the **Customer Profile** of the system to **Hotel** from the *System Parameters* page under *Configuration*.
2. Assign **Station Type**, that is, designate each extension of the SARVAM UCS for the **Administration** or **Guest** function as required. By default, all stations of the SARVAM UCS are designated as Administration stations.

The Station Type can be selected from the following SE web pages;

- *SLT Parameters*
- *DKP Parameters*
- *ISDN Terminal Parameters*
- *SIP Extensions*

Refer the topic "[Customer Profile](#)" for instructions.

3. Configure the **Presets for Features and other parameters** on the *Hotel Parameters* page under *Configuration*.
4. Auto generate the Abbreviated Name using PMS. This abbreviated name will be assigned from the Guest Name you configure. To know more refer to "[Auto-generation of Abbreviated Name](#)".
5. Do not assign Flexible Numbers to the rooms. Keep the Flexible Numbers (Station Access Codes) of the rooms blank. If already assigned, de-assign the Flexible Numbers of rooms.
6. Configure Guest Phone in a room. In a room a maximum of 8 guest phones can be configured. Configuring the guest phone in a room has no relation with the actual placement of the guest phones in the rooms of the hotel. If the guest phone is not assigned a room, the system will not be able to Check-In a guest on such stations.

Guest Phones can be assigned to rooms from the SE web page 'Room-Phone Mapping' under Hotel Settings.

7. Select the **PMS Protocol** as **Micros-Opera** on the *PMS Interface* page under *Hotel Settings*.
8. Select the **Type of Posting** for Micros Opera. You may select **Type C** or **Type T**.

Select **Type C** for *Call Cost* and **Type T** for *Call Duration*. This can be done from the **Hotel Settings - PMS Interface** page.

9. Assign **Ethernet** as the *Destination Port* for the PMS Interface and configure the PMS Server (IP) Address, the PMS Server Port address and the Listening Port of SARVAM UCS. For instructions refer the topic "[Setting up PMS Interface](#)".
10. To initialize communication between Micros-Opera and SARVAM UCS, select **Start** in **PMS Process** on the *PMS Interface* page. Select **Abort** to stop communication. By default, Abort is selected.

To configure Micros Opera Interface parameters using SE command,

- Enter SE mode from any extension of SARVAM UCS.
- Dial command **3604-3** to select PMS Micros Opera.
- Dial Command **3611-Code** to select the Type of Posting. Code is 1 for Type C and 2 for Type T.
- Dial command **3603-1** to start the PMS process. To abort dial **3603-0**.

For SE commands to configure other PMS Interface Parameters (the PMS Server (IP) Address, the PMS Server Port address and the Listening Port of SARVAM UCS) refer the topic "[Setting up PMS Interface](#)".

- Exit SE mode.

Softbrands Extended Starlight PMS Interface

The Extended Starlight PMS is a popular, IP-based property management software widely used by hotels worldwide.

Configuring Extended Starlight PMS Interface

The Extended Starlight PMS Interface parameters can be configured using:

- Quick Installation Wizard-Hotel (allows you to select Software Type only).
- SE web pages
- SE command

To configure the Extended Starlight PMS Interface using SE web pages, follow the steps given below:

1. Change the **Customer Profile** of the system to **Hotel** from the *System Parameters* page under *Configuration*.
2. Assign **Station Type**, that is, designate each extension of the SARVAM UCS for the **Administration** or **Guest** function as required. By default, all stations of the SARVAM UCS are designated as Administration stations.

The Station Type can be selected from the following SE web pages;

- *SLT Parameters*
- *DKP Parameters*
- *ISDN Terminal Parameters*
- *SIP Extensions*

Refer to the topic "[Customer Profile](#)" for instructions.

3. In the **Station Basic Feature Templates** assigned to the extensions, set the Toll Control levels as given below:

Toll Control Level-0 for Working Hours, Break Hours and Non-working Hours as **No Calls**.

Toll Control Level-1 as **All Calls**

Toll Control Level-2 as **Local Calls**

Toll Control Level-3 as **National Calls**

The Station Basic Feature Templates assigned to the extensions can be customized from the following SE web pages:

- *SLT Parameters*
- *DKP Parameters*
- *ISDN Terminal Parameters*
- *SIP Extensions*

4. Configure the **Presets for Features and other parameters** on the *Hotel Parameters* page under *Configuration*.
5. Auto generate the Abbreviated Name using PMS. This abbreviated name will be assigned from the Guest Name you configure. To know more refer to "[Auto-generation of Abbreviated Name](#)".

6. Do not assign Flexible Numbers to the rooms. Keep the Flexible Numbers (Station Access Codes) of the rooms blank. If already assigned, de-assign the Flexible Numbers of rooms.
7. Assign Guest Phones to rooms. A maximum of 8 guest phones can be assigned to a room. Assigning the guest phone to a room has no relation with the actual placement of the guest phones in the rooms of the hotel. If the guest phone is not assigned a room, the system will not be able to Check-In a guest on such stations.

Guest Phones can be assigned to rooms from the SE web page *Room-Phone Mapping* under *Hotel Settings*.

8. Select the **PMS Protocol** as **Extended Starlight** on the *PMS Interface* page under *Hotel Settings*.
9. Select the appropriate **Destination Port** on the *PMS Interface* page.

If you have selected the **COM Port** or **USB to COM Port** as the Destination Port, configure the Communication Port parameters. This can be done from the *Communication Ports* page under *Configuration*.

If you have selected the **Ethernet** Port as the Destination Port, configure the PMS Server (IP) Address, the PMS Server Port address and the Listening Port of SARVAM UCS on the *PMS Interface* page.

For detailed instructions refer to the topics [“COM or USB to COM Port as Destination Port”](#) and [“Ethernet Port as Destination Port”](#).

10. Configure the **Link Alive Message Interval** on the *PMS Interface* page. Default: 30 seconds.
Valid Range: 5 to 900 seconds.

The SARVAM UCS sends Link Alive messages periodically to the PMS to check its availability.

11. To initialize communication between Extended Starlight and SARVAM UCS, select **Start** in **PMS Process** on the *PMS Interface* page. Select **Abort** to stop communication. By default, Abort is selected.

Property Management System (PMS) is commonly used by hotels for efficient hotel management. However, many of the available PMS software used by the hotels do not support call accounting functionality. So, when SARVAM UCS is interfaced with PMS software that does not support call accounting, the system must calculate the cost of the call and send it to the PMS in the format that the PMS understands.

It is also common for Hotels to use a third party Call Accounting Software (CAS)⁸³ to determine the cost of the call(s) made by the guest from the room phone. The CAS requires call details, like calling extension number, dialed number, duration of the call, metering pulses incurred for the call, etc. for billing calls.

As different CAS interfaces support different protocols, the system should be able to send call detail records using the protocol supported by the call accounting interface.

The *Station Message Detail Record (SMDR)-Posting* feature of SARVAM UCS provides flexibility to communicate with different CAS, sending call detail records to them in the protocol supported by them.

In most cases, the SARVAM UCS sends the Called Party Number (the number to which the call is made by the guest), guest room phone number, the date and time at which the call is made and the duration of the call. On receipt of this information, the CAS calculates the cost of the call and sends it to the PMS (if so configured) or it generates a print-out or it logs the cost in a file, which can be accessed by the hotel staff.

CAS Interface (SMDR-Posting) is supported on RS232 Serial Communication Port (COM Port), USB to COM Port as well as on TCP/IP using Ethernet (LAN/WAN) Port. Thus, the CAS can be interfaced on either the COM port, Ethernet (LAN/WAN) port or USB to COM Port of the SARVAM UCS.

SARVAM UCS supports as many as 15 different widely-used posting protocols for CAS:

- Blind Send
- Matrix
- Holidex
- HOBIS A
- HOBIS B
- HOBIC
- BELL HOBIC
- MICROS A
- MICROS B
- Hilton
- Xiox
- Comm One

83. Generally CAS is software which is run on a computer. CAS can also be a standalone embedded product.

- Call-Inn
- RSI-CMS
- Customized (protocol)
- AST

Each posting protocol has its own handshaking protocol and call record format. The System Engineer can configure any one of these depending upon the protocol supported by CAS.

SARVAM UCS also supports customization of the posting protocol to match the settings required by the CAS used by the Hotel.

Refer the chapter [“Station Message Detail Record-Posting”](#) to know more about these posting protocols, the handshaking parameters and call detail record format of each protocol.

Also, refer this chapter for instructions for setting up CAS Interfaces for Comm One, Call-Inn, RSI-CMS.



- *SARVAM UCS can also calculate the cost of the calls made by the guest and print it in the Check-Out Report.*
- *SMDR-Posting sends outgoing call records only.*

Station Message Detail Record-Posting

The Station Message Detail Record (SMDR)-Posting feature of SARVAM UCS is used for interfacing the system with CAS and PMS.

SMDR-Posting sends call detail records to PMS and CAS for the purpose of call cost calculation.

When SARVAM UCS is interfaced with a PMS that does not support call accounting, the system calculates the cost of the call. Using SMDR-Posting it sends the call record details - number to which the call is made by the guest, guest room phone number, the date and time at which the call is made and the duration of the call - to the PMS in the format that the PMS understands.

When SARVAM UCS is interfaced with a third party Call Accounting Software (CAS)⁸⁴ to determine the cost of the call(s) made by the guest from the room phone, the system does not calculate the cost of calls. Using SMDR-Posting, it sends call record details, like number to which the call was made by the guest, guest room phone number from which the call was made, the date and time when the call was made, the duration of the call, metering pulses incurred for the call, etc. for billing the calls. On receipt of this information, the CAS calculates the cost of the call and sends it to the PMS (if so configured) or it generates a print-out or it logs the cost in a file, which can later be accessed by the hotel staff.

As different CAS interfaces support different protocols, the SARVAM UCS offers the flexibility to send call detail records using the protocol supported by CAS. SMDR-Posting supports as many as 16 different widely-used CAS protocols such as, Holidex, Hobic, Micros A, Micros B, Comm One, Call-Inn, Bell-HOBIC, XIOX, RSI and others. Each posting protocol has its own handshaking protocol and call record format. You can configure any one of these depending upon the protocol supported by CAS. It is also possible to customize the posting protocol to match the settings required by the CAS used by the Hotel.

SMDR-Posting is supported on RS232 Serial COM Port, USB to COM Port as well as on TCP/IP using Ethernet (LAN/WAN) Port. Thus, the CAS can be interfaced on either the COM port, Ethernet (LAN/WAN) port or USB to COM port of the SARVAM UCS. For every outgoing call, call detail record is posed on the designated port (COM port/ Ethernet (LAN/WAN) port/ USB to COM port)



- *The SARVAM UCS can also calculate the cost of the calls made by the guest and print it in the Check-Out Report.*
- *SMDR-Posting sends outgoing call records only.*

⁸⁴. Generally CAS is software which is run on a computer. CAS can also be a standalone embedded product.

Posting Protocols

The SARVAM UCS supports different SMDR posting protocols from the system to CAS. The flow of messages between the SARVAM UCS and the protocols of CAS Interface (Matrix and Blind Send) are described below:

Matrix

- **Positive Response from the CAS**

SARVAM UCS to CAS	CAS to SARVAM UCS
<STX> -Call Record-<ETX> <BCC>	
	ACK

- **Negative Response from the CAS**

SARVAM UCS to CAS	CAS to SARVAM UCS
<STX> -Call Record-<ETX> <BCC> and wait for Response to Data Timeout (sec), default 3 sec.	
	NAK
Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on Negative Response, default 3 seconds.	
	NAK
Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on Negative Response, default 3 seconds.	
	NAK
Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on Negative Response, default 3 seconds.	
	NAK
Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on Negative Response, default 3 seconds.	
	NAK

The SARVAM UCS will make 5 attempts (default value of *Data Transfer Retry Count - on Negative Response*) to send the message after a regular interval of 3 seconds (default value of *Data Transfer Retry Timer - on Negative Response*). If the ACK is still not received from the CAS, the SARVAM UCS will proceed to the next message.

- **Busy Response from the CAS**

SARVAM UCS to CAS	CAS to SARVAM UCS
<STX> -Call Record-<ETX> <BCC> and wait for Response to Data Timeout (sec), default 3 sec.	

SARVAM UCS to CAS	CAS to SARVAM UCS
	NAK (CAS responds but cannot accept at this time)
Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on Negative Response, default 3 seconds.	
	NAK
Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on Negative Response, default 3 seconds.	
	NAK
Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on Negative Response, default 3 seconds.	
	NAK
Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on Negative Response, default 3 seconds.	
	NAK

The SARVAM UCS will make 5 attempts (default value of *Data Transfer Retry Count - on Negative Response*) to send the message after a regular interval of 3 seconds (default value of *Data Transfer Retry Timer - on Negative Response*). If the ACK is still not received from the CAS, the SARVAM UCS will proceed to the next message.

- **No Response from the CAS**

SARVAM UCS to CAS	CAS to SARVAM UCS
<STX> -Call Record-<ETX> <BCC> and wait for Response to Data Timeout (sec), default 3 sec.	
	(no response)
Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on No Response, default 3 seconds.	
Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on No Response, default 3 seconds.	
Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on No Response, default 3 seconds.	
Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on No Response, default 3 seconds.	

The SARVAM UCS will make 5 attempts (default value of *Data Transfer Retry Count - on No Response*) to send the message after a regular interval of 3 seconds (default value of *Data Transfer Retry Timer - on No Response*). If the ACK is still not received from the CAS, the SARVAM UCS will log this message in the System Fault Log and look for new message to be sent to CAS.

Blind Send

If you select this protocol as the SMDR-OG Posting Protocol, SARVAM UCS sends the call details without waiting for any response from the CAS. Each record is sent with the End of Packet Character.

Customized

If you select this protocol as the SMDR-OG Posting Protocol, SARVAM UCS provides you the flexibility to set the values for the OG Handshaking Protocol and the OG Online Call Record Format as per your requirement.

Call Detail Record Formats

The Call Detail Record formats are given below for various protocols. The default Call Detail Record formats for Blind Send and Matrix are given below.

Matrix

Parameter	Start Column Number	Field Length	Format	Alignment	Filler Char. Required?	Filler Char. Decimal Value	Remarks
Serial Number	01	04	Fixed	Right	Yes	032	Every 6 hours it is cleared to 001. (Starting from mid-night 00:00:00)
Increment Counter	00	01	Fixed	Left	NA	NA	Every 6 hours it is cleared to A. (Starting from mid-night 00:00:00)
Property Code	00	04	Fixed	Left	Yes	032	As per the Configured String
Extension Number	06	05	Fixed	Right	Yes	032	
Trunk Number	12	05	Matrix Format	Left	Yes	032	
Date	37	10	DD-MM-YYYY	Right	Yes	032	
Time	48	08	HH:MM:SS	Right	Yes	032	
Duration	057	005	Seconds	Right	Yes	032	

Parameter	Start Column Number	Field Length	Format	Alignment	Filler Char. Required?	Filler Char. Decimal Value	Remarks
Units	063	004	Fixed	Right	Yes	032	
Amount	068	007	Currency with Decimal Point	Right	Yes	032	Format is DDD.CC
Currency	000	001	Fixed	Right	Space	032	Country Specific
Call Type Indicator	000	001	Fixed	Right	NA	NA	As per the Call Type Indicator table configured by the SE. The SE should configure L = local, F=International and Space shall be used for long distance.
Location	000	005	Fixed	Right	NA	NA	
Called Number	18	19	Continuous	Left	Space	NA	
Account Code	00	04	Fixed	Right	Yes	032	
Remarks	76	02	Fixed	Left	Space	NA	
Reset Serial Number to 001	Do not Reset						
Starting Character - Increment Counter	A						
Reset Increment Counter	Do not Reset						
Prefix String Required	No						
Property Code	000						
Currency Symbol (Enter Decimal Value)	003 000 000 000 000 000 000 000						

AST

Parameter	Start Column Number	Field Length	Format	Alignment	Filler Char. Required?	Filler Char. Decimal Value	Remarks
Serial Number	01	04	Fixed	Right	Yes	032	Every 6 hours it is cleared to 001. (Starting from mid-night 00:00:00)
Increment Counter	00	01	Fixed	Left	NA	NA	Every 6 hours it is cleared to A. (Starting from mid-night 00:00:00)
Property Code	00	04	Fixed	Left	Yes	032	As per the Configured String
Extension Number	06	05	Fixed	Right	Yes	032	
Authority Code	00	03	Fixed	Left	NA	NA	
Trunk Number	12	05	Matrix Format	Left	Yes	032	
Date	37	10	DD-MM-YYYY	Right	Yes	032	MM/DD
Time	48	08	HH:MM:SS	Right	Yes	032	HH:MM
Duration	057	005	Seconds	Right	Yes	032	Duration is in Minutes.
Units	063	004	Fixed	Right	Yes	032	
Amount	068	007	Currency with Decimal Point	Right	Yes	032	Format is DDD.CC
Currency	000	001	Fixed	Right	Space	032	\$
Call Type Indicator	000	001	Fixed	Right	NA	NA	As per the Call Type Indicator table configured by the SE. The SE should L = local, F=International and Space shall be used for long distance.
Location	000	005	Fixed	Right	NA	NA	

Parameter	Start Column Number	Field Length	Format	Alignment	Filler Char. Required?	Filler Char. Decimal Value	Remarks
Called Number	18	19	Continuous	Left	NA	NA	Area code, Exchange code and Subscriber Number separated by dash. Space is sent in place of Area Code and first dash if area code is not present.
PIN	00	04	Fixed	Right	Yes	032	--
Account Code	00	04	Fixed	Right	Yes	032	--
Remarks	76	02	Fixed	Left	NA	NA	--
Reset Serial Number to 001	Do not Reset						
Starting Character - Increment Counter	A						
Reset Increment Counter	Do not Reset						
Prefix String Required	No						
Property Code	000						
Currency Symbol (Enter Decimal Value)	000 000 000 000 000 000 000 000						

Blind Send

Parameter	Start Column Number	Field Length	Format	Alignment	Filler Char. Required?	Filler Char. Decimal Value	Remarks
Serial Number	01	04	Fixed	Right	Yes	032	
Increment Counter	00	01	Fixed	Left	NA	NA	

Parameter	Start Column Number	Field Length	Format	Alignment	Filler Char. Required?	Filler Char. Decimal Value	Remarks
Property Code	00	04	Fixed	Left	Yes	032	As per the Configured String
Extension Number	06	05	Fixed	Right	Yes	032	
Trunk Number	12	05	Matrix Format	Left	Yes	032	
Date	37	10	DD-MM-YYYY	Right	Yes	032	
Time	48	08	HH:MM:SS	Right	Yes	032	
Duration	057	005	Seconds	Right	Yes	032	
Units	063	004	Fixed	Right	Yes	032	
Amount	068	007	Currency with Decimal Point	Right	Yes	032	Format is DDD.CC
Currency	000	001	Fixed	Right	Space	032	Country Specific
Call Type Indicator	000	001	Fixed	Right	NA	NA	As per the Call Type Indicator table configured by the SE. The SE should configure L = local, F=International and Space shall be used for long distance.
Location	000	005	Fixed	Right	NA	NA	
Called Number	18	19	Continuous	Left	Space	NA	
Account Code	00	04	Fixed	Right	Yes	032	
Remarks	76	02	Fixed	Left	Space	NA	
Reset Serial Number to 001	Do not Reset						

Parameter	Start Column Number	Field Length	Format	Alignment	Filler Char. Required?	Filler Char. Decimal Value	Remarks
Starting Character - Increment Counter	A						
Reset Increment Counter	Do not Reset						
Prefix String Required	No						
Property Code	000						
Currency Symbol (Enter Decimal Value)	013 010 000 000 000 000 000 000						

Customized SMDR-Posting Protocol

When SMDR-Posting Protocol is selected as 'Customized', then the various parameters of the Call Detail Record format can also be customized.

When the Call Detail Record format is customized, if there is a gap between two fields, these fields will be 'space' (ASCII-32).

Setting up CAS Interface

SARVAM UCS supports CAS Interface on Communication Port (RS232), USB to COM Port as well as Ethernet (LAN/WAN) port. Depending upon the installation scenario of the SARVAM UCS in the Hotel, the Installer/System Engineer may decide whether to use the CAS interface on the COM Port, Ethernet (LAN/WAN) Port or USB to COM Port of the system.

Setting up CAS Interface on COM/USB to COM Port

If the Installer/System Engineer has decided to set up the CAS Interface on the COM/USB to COM Port, the following functional components are required to make the interface work:

- A PC with a spare serial/COM port (not supplied by Matrix).
- The CAS Software (not supplied by Matrix).
- The SARVAM UCS (supplied by Matrix).

Now, locate a spare serial/COM port on the PC. Connect the COM/USB to COM port the SARVAM UCS with the COM port of the PC using the communication cable supplied by Matrix⁸⁵.

⁸⁵. This cable is supplied by Matrix as an optional item.

Setting up CAS Interface

If the Installer/System Engineer has decided to set up the CAS Interface on the LAN/WAN Port, the following functional components are required to make the interface work:

- A PC with a spare LAN/WAN port (not supplied by Matrix) Or any free Port of the LAN Switch on which the CAS server application software is running.
- The CAS Software (not supplied by Matrix).
- The SARVAM UCS (supplied by Matrix).

Now, connect the Ethernet (LAN/WAN) port of the CPU card of the SARVAM UCS with the LAN/WAN Port of the PC (on which CAS server application is running) or to one of the ports of the LAN Switch, if the CAS server is in the same LAN.

Configuring SMDR-Posting for CAS

Configuring the SMDR-Posting feature involves the following steps:

1. Enabling storage of Outgoing (OG) SMDR. By default, OG SMDR storage is enabled. Refer Station Message Detail Recording-Storage, in the SARVAM UCS System Manual.
2. Selecting the appropriate SMDR-Posting protocol to be used.
3. Selecting the Destination Port for SMDR-Posting.
 - If SMDR-Posting is through RS232 (that is, the CAS Interface is to be set up on the COM/ USB to COM Port), configure the attributes of the COM/ USB to COM port. Refer the chapter [“Communication Ports”](#) to set attributes.
 - If SMDR-Posting is through TCP/IP (that is, the CAS Interface is to be set up on the Ethernet (LAN/WAN) port), configure the destination IP address and Port. Both IPv4 and IPv6 addresses are supported.
4. Refining the Handshake parameters, if required.
5. Refining Call Detail Record format, if required.
6. Starting the SMDR-Posting process.

The SMDR-Posting parameters for CAS Interface can be configured using:

- Hotel Installation Wizard
- SE web pages
- SE command

To configure CAS Interface using Hotel Installation Wizard,

- Log in as System Engineer.
- Click the **Use Quick Installation Wizard-Hotel** link.

- On the **General Information** screen, select **Yes** for the question **Is External Call Accounting Software (CAS) used?**
- On the same screen, under **CAS Interface Parameters**,
 - select the appropriate **SMDR-OG Posting Protocol** from the list in the combo box.
 - select the **Destination port** for CAS. By default no port is selected.

Region Default The System Customer Profile General Information Communication Port Access Codes Refine Access Codes Room Types Room No. Allocation Assign Phones Re-Define Phone No. Placing Extensions Re-Define Macros Room Service Group Front Desk Group Trunk Landing Group Programming Presets Call Privilege Alarm Notification Group Programming VMS	General Information	
	Hotel Name	The GoodLife Inn
	Number of Types of Rooms	10
	Number of Rooms	512
	Is Property Management System (PMS) Used?	No ▼
	Is External Call Accounting Software (CAS) Used?	No ▼
	PMS Interface Parameters	
	PMS Type	Type 1 ▼
	Destination Port	COM Port ▼
	PMS Server's IP Address	
	PMS Server's Port	05000
	Listening Port (of System)	05000
	CAS Interface Parameters (SMDR Posting)	
	SMDR-OG Posting Protocol	Matrix ▼
	Destination Port	COM Port ▼
	CAS Server's IP Address	
	CAS Server's Port	05000
	Listening Port (of System)	06000
	<input type="button" value="Next"/>	

- If SMDR-Posting is to be sent through RS232, select COM/ USB to COM Port as destination and configure the attributes of the COM/ USB to COM Port of the SARVAM UCS like Baud rate, Start bit, Stop bit, DR sensing, etc. to match with those of the COM Port of the PC with which the SARVAM UCS is connected. For more details, read the chapter, "[Communication Ports](#)".
- If SMDR-Posting is to be sent through TCP/IP, select 'Ethernet Port'. Configure the CAS Server's IP Address⁸⁶, CAS Server's Port⁸⁷, Listening Port of SARVAM UCS⁸⁸ and TCP Connection Request Retry Timer⁸⁹.

Both IPv4 and IPv6 addresses are supported.

86. It is the IP Address on which the SMDR Posting is to be sent.

87. This will be used as the destination TCP Port in transport layer.

88. Listening Port is the port on which SARVAM UCS would listen for messages sent by CAS server. The SARVAM UCS will also use this as Source Port while sending the messages to the CAS server.

89. This is the time between two successive requests to be sent by SARVAM UCS to CAS for establishing TCP connection.

- Click **Next** to navigate the Wizard further.



The Hotel Installation Wizard allows you to configure the OG SMDR-Posting Protocol Type, the Destination Port for the SMDR-Posting, CAS Server's IP Address, CAS Server's Port⁹⁰, and the Listening Port of the SARVAM UCS only. To refine hand-shake parameters, Call Detail Record format, or to customize the protocol, you must use the SE web pages or SE commands.

To configure SMDR-Posting Parameters using SE web pages,

- Log in as System Engineer.
- Under **Configuration**, click **Station Message Detail Recording**.
- Click **Storage Filters**.

- Select the option **Store Outgoing Calls** to enable storage of SMDR of outgoing calls.

90. It is the Server Port number on which the messages will be sent when SMDR-OG Posting protocol on TCP/IP is used.

- Click **SMDR Posting**.

- Select the **SMDR-OG Posting Protocol** from the drop down list.
- Select the **Destination Port** for SMDR Posting. If SMDR-Posting is to be done through TCP/IP set 'Ethernet' as Destination Port. If SMDR-Posting is to be done through RS232, set 'COM Port' or 'USB to COM Port' as Destination Port.
- If SMDR Posting is to be done on Ethernet (LAN/WAN) using TCP/IP, enter 'Destination IP Address: Port'. Enter here the IP address of the CAS server (Both IPv4 and IPv6 addresses are supported) and Port Number on which CAS server listens.
- Click **Submit** to save changes.

To configure SMDR Posting Parameters using SE Commands,

- Enter SE mode from any extension of SARVAM UCS.
- Dial command **2701-1** to enable storage of SMDR of outgoing calls.
To disable dial **2701-0** If this flag is disabled, the system will not store records of outgoing calls.
By default, storage of outgoing calls is enabled.
- Dial command **8330-Destination Port Code**
Where,
Destination Port Code
 - 0** is for None (default)
 - 1** is for COM Port
 - 2** is for Ethernet Port
 - 3** is for USB to COM Port

E.g. To select COM Port as destination port for SMDR Posting in SARVAM UCS, dial: **8330-1**.



IPv6 address can be configured using Jeeves only.

- Dial command **8331-Address-Address-Address-Address** to configure CAS Server's IP Address (Destination IP Address).

Where,

Address is from 000 to 255 for the first 3 Octets and 001 to 254 for the fourth Octet

By default, Destination Server IP Address is 192.168.1.103.

- Dial command **8332-Port** to configure CAS Server IP Port (Destination Port)

Where,

Port is from 1025 to 65535.

By default, destination IP Port is 05000.

- Dial command **8301-SMDR OG Posting Protocol** to select an appropriate protocol.

Where,

SMDR OG Posting protocol is from 01 to 15.

01 for Blind Send

02 for Matrix

03 for Holidex

04 for HOBIS A

05 for HOBIS B

06 for HOBIC

07 for BELL HOBIC

08 for MICROS A

09 for MICROS B

10 for Hilton

11 for Xiox

12 for Comm One

13 for Call-Inn

14 for RSI-CMS

15 for Customized

16 for AST

Default Posting Protocol is 02, that is, Matrix.

- Dial command **8333-1** to start the SMDR-Posting process. To abort, dial **8333-0**.

If you want to restore the default OG SMDR-Posting Parameters:

- Dial command **8300**

- Exit SE mode.

Refining Handshake Parameters

The Installer/System Engineer may need to refine some of the Handshake parameters of the selected SMDR-Posting protocol, that is, change the (factory) default values of the protocol, to match the software requirements of the CAS being used in the hotel. Refer the above table for default values of each protocol supported by SARVAM UCS.

Handshaking parameters can be changed using:

- SE web pages
- SE commands

To refine Handshaking parameters using SE web pages,

- Log in as System Engineer.
- Under **Configuration**, click **Station Message Detail Recording**.

- Click **SMDR Posting**
- Click the **SMDR-Posting OG Handshaking Protocol** tab to expand and configure the parameters as required. Each of the handshaking parameters is briefly described below.

SMDR - Posting	
+ SMDR - Posting	
- SMDR - Posting OG Handshaking Protocol	
Response to ENQ Timeout (sec)	03
ENQ Retry Count - on No Response	05
ENQ Retry Timer (sec) - on No Response	03
ENQ Retry Count - on Negative Response	05
ENQ Retry Timer (sec) - on Negative Response	03
Response to Data Timeout (sec)	03
Data Transfer Retry Count - on No Response	05
Data Transfer Retry Timer (sec) - on No Response	03
Data Transfer Retry Count - on Negative Response	05
Data Transfer Retry Timer (sec) - on Negative Response	03
Use ENQ Character	Disable
ENQ Character (Enter Decimal Value)	000
Acknowledgement Character (Enter Decimal Value)	006
No Acknowledgement Character (Enter Decimal Value)	021
Start Of Packet Character (Enter Decimal Value)	002 000 000 000
End Of Packet Character (Enter Decimal Value)	003 000 000 000
Use Byte Code Check (BCC)	Enable

Submit Default

- Click **Submit** to save changes.

OG-SMDR Protocol Handshaking Parameters

- **Response to ENQ Timeout:** The time for which the sender waits for a response to ENQ from the receiver.
- **ENQ Retry Count - on No Response (to ENQ):** The number of times the sender should send ENQ before dropping the process, in case response is not received for the last message sent.
- **ENQ Retry Time - on No Response (to ENQ):** The time after which the sender should sent the ENQ again, in case response is not received for the lase message sent.
- **ENQ Retry Count - on Negative Response (to ENQ):** The number of times the sender should send ENQ before dropping the process, in case of a negative response received for the last message sent.
- **ENQ Retry Time - on Negative Response (to ENQ):** The time after which the sender should sent the ENQ again.
- **Response to Data Timeout:** The time for which the sender waits for a response to data from the receiver.
- **Data Transfer Retry Count - on No Response (to Data Transfer):** The number of times the sender should send ENQ before dropping the process. This parameter is used when ACK is received against ENQ and there is some problem while sending the data.

- **Data Transfer Retry Time - on No Response (to Data Transfer):** The time after which the sender should send the ENQ again before dropping the process. This parameter is used when ACK is received against ENQ and there is some problem in sending the data.
- **Data Transfer Retry Count - on Negative Response (to Data Transfer):** The number of times the sender should send ENQ before dropping the process. This parameter is used when ACK is received against ENQ and there is some problem in sending the data.
- **Data Transfer Retry Time - on Negative Response (to Data Transfer):** The time after which the sender should sent the ENQ again before dropping the process. This parameter is used when ACK is received against ENQ and there is some problem in sending the data.
- **Use ENQ Character:** This flag is to be enabled if the protocol uses ENQUIRE (ENQ) Signal.
- **ENQ Character:** The ASCII character (Single Character) used to send ENQUIRE (ENQ) signal to the receiver. ENQ Character is an ASCII Character from 000 to 252.
- **Acknowledgement (ACK) Character:** The ASCII character (Single Character) used by the receiver to acknowledge the receipt of the Link Control Character/Message Data. Set Acknowledgement Character is an ASCII Character from 000 to 252.
- **No Acknowledgement (NAK) Character:** This parameter signifies the ASCII character (Single Character) used by the receiver to dis-acknowledge the receipt of the Link Control Character/Message Data.
- **Start of Packet Character:** A string of four ASCII characters used by the receiver to indicate Start of Packet. Each ASCII character is from 000 to 252. Start of Packet may be of one character only, in which case the string should be completed by configuring remaining three characters with ASCII Null Character (000).
- **End of Packet Character:** A string of four ASCII characters used by the receiver to indicate End of Packet. Each ASCII character is from 000 to 252. End of Packet may be of one character only, in which case, the string should be completed by configuring the remaining three characters should be configured as ASCII Null (000).
- **Use Byte Code Check (BCC):** This flag is to be enabled when the protocol uses BCC Signal.

To refine the above listed Handshaking parameters using SE Commands,

- Enter SE mode.
- Dial the following commands for each parameter.

Response to ENQ Timeout

- Dial **8302-ENQ No Response Timer**
Where,
ENQ No Response Timer is from 01-99 Seconds.

ENQ Retry Count - on No Response

- Dial **8303-ENQ Retry Count**
Where,
ENQ Retry Count is from 01-99.

ENQ Retry Time - on No Response (to ENQ)

- Dial **8304-ENQ No Response Retry Timer**
Where,
ENQ No Response Retry Timer is from 01-99 Seconds.

ENQ Retry Count - on Negative Response (to ENQ)

- Dial **8305-ENQ Retry Count**
Where,
ENQ Retry Count is from 01-99.

ENQ Retry Time - on Negative Response (to ENQ)

- Dial **8306-ENQ Retry Time**
Where,
ENQ Retry Time is from 01-99 Seconds.

Response to Data Timeout

- Dial **8307-Response to Data Timeout**
Where,
Response to Data Timeout is from 01-99 Seconds.

Data Transfer Retry Count - on No Response (to Data Transfer)

- Dial **8308-Data Transfer Retry Count**
Where,
Data Transfer Retry Count is from 01-99.

Data Transfer Retry Time - on No Response (to Data Transfer)

- Dial **8309-Data Transfer Retry Time**
Where,
Data Transfer Retry Time is from 01-99 Seconds.

Data Transfer Retry Count - on Negative Response (to Data Transfer)

- Dial **8310-Data Transfer Retry Count**
Where,
Data Transfer Retry Count is from 01-99.

Data Transfer Retry Time - on Negative Response (to Data Transfer)

- Dial **8311-Data Transfer Retry Time**
Where,
Data Transfer Retry Time is from 01-99 Seconds.

Use ENQ Character (if ENQUIRE Signal is used).

- Dial **8312-ENQUIRE Signal**
Where
0 is for Disable ENQUIRE Signal
1 is for Enable ENQUIRE Signal

ENQ Character

- Dial **8313-ENQUIRE**
Where,
ENQUIRE is an ASCII Character from 000 to 252.

Acknowledgement (ACK) Character

- Dial **8314- ACK Character**

Where,
ACK Character an ASCII Character from 000 to 252.

No Acknowledgement (NAK) Character

- Dial **8315-Set NAK Character**

Where,
NAK Character is an ASCII Character from 000 to 252.

Start of Packet Character

- Dial **8316-Character 1-Character 2-Character 3-Character 4**

Where,
Start of Packet is a string of four ASCII Characters. Each ASCII character is from 000 to 252. If the Start of packet contains only one ASCII character then the string should be completed by configuring remaining three characters with ASCII Null Character (000).

If STX is to be configured as 'Start of Packet', dial: **8316-002-000-000-000**

End of Packet Character

- Dial **8317-Character 1-Character 2-Character 3-Character 4**

Where,
End of Packet is a string of four ASCII Characters. Each ASCII character is from 000 to 252. If the End of packet contains only one ASCII character then the string should be completed by configuring remaining three characters with ASCII Null Character (000).

If ETX is to be configured as 'End of Packet', dial: **8317-003-000-000-000**

Byte Check Code (BCC)

- Dial **8318-BCC Flag**

Where,
0 is Disable BCC flag
1 is Enable BCC flag

Refining Call Detail Record Format Parameters

The Call Detail Record (CDR) format for the selected SMDR-Posting protocol can also be refined to match the software requirements of the CAS being used by the hotel.

This may be required if a 'customized' protocol has been selected by the Installer/System Engineer.

Call Detail Record (CDR) format can be changed or refined using:

- SE web pages
- SE commands

To configure CDR parameters using SE web pages,

- Log in as System Engineer.
- Under **Configuration**, click **Station Message Detail Recording**.
- Click **SMDR Posting**.

- Click the **SMDR-OG Online Call Record Format** tab to expand. Configure the 'Column Position', 'field length', 'alignment', and filler characters of the parameters, as required. Each of these parameters is described briefly below.

Parameter	Start Column No.	Field Length	Format	Alignment	Filler Char. Required?	Filler Char. (Decimal Value)
Serial Number	001	004	Fixed	Right	Yes	032
Increment Counter	000	001	Fixed	Left	N/A	N/A
Property Code	000	004	Fixed	Left	Yes	032
Extension Number	006	006	Fixed	Right	Yes	032
Authority Code	013	003	Fixed	Left	N/A	N/A
Trunk Number	017	005	Matrix Format	Left	Yes	032
Date	041	008	DD-MM-YY	Right	Yes	032
Time	050	008	HH:MM:SS	Right	Yes	032
Duration	059	005	Seconds	Right	Yes	032
Units	065	004	Fixed	Right	Yes	032
Amount	070	007	Currency with Decimal Point	Right	Yes	032
Currency	000	001	Fixed	Right	Yes	032
Call Type Indicator	000	001	Fixed	Right	N/A	N/A
Location	000	005	Fixed	Right	N/A	N/A
Called Number	022	018	Continuous	Left	N/A	N/A
PIN	000	004	Fixed	Right	Yes	032
Account Code	000	004	Fixed	Right	Yes	032
Remarks	078	002	Fixed	Left	N/A	N/A

- Click **Submit** to save changes.

SMDR-OG Online Call Record Format Parameters

The Call Detail Format for OG-SMDR Posting Protocols consists of the following parameters. For each parameter explained briefly below, you can define the column position, field length (that is, the number of digits), the alignment (whether left aligned or right), and the filler characters, wherever required. Refine the following format parameters according to the type of posting protocol you have selected and the requirement of the CAS being used by the Hotel.

- Serial Number:** This is the serial number generated for each call record. Serial numbers are generated from 000 to 999. When serial number '999' is reached, the numbers roll over to 000.



- Serial Number starts from 1 and not 0.*
- When this field rolls over, it increments the increment counter.*

- Increment Counter:** It increments when the serial number counter rolls over.

The Increment counter starts from A, ending at Z, and then roll over back to A.

- Property Code:** This is the property code required by the CAS used in the hotel. It is a string of alphanumeric characters and is to be terminated with #*. This field has a maximum of 128 alphanumeric characters.



- The System Engineer must configure this string keeping in mind the field length used by the selected/customized posting protocol.*
- The default value of the default Property Code String has been set as 'AAA', as at least two known protocols use this field. The System Engineer can set a different value here and the new value will appear in the CDR record, irrespective of the protocol type selected.*

- *If Bell Hobic or Hilton has been selected, the System Engineer should configure this field as 'AAA'. If Xiox protocol has been selected, the System Engineer should configure this field as HTL. These values are not protocol dependent, but can be configured by the System Engineer.*
- **Station Number:** This is the extension number from which the call was made. The System Engineer can define the column position and the field length of the Station number in the Call Detail Record.
- **Trunk Number:** This is the number of the trunk from which the call was made.



- *The Matrix Format occupies 5 character spaces.*
- *Check-Inn Format occupies 4 character spaces.*
- *The First Character in the Check-Inn Format is X (Fixed). The remaining three characters show the software port number. However, this does not specify whether the call is made through CO 125 or E&M 125. Also, the channel number is not specified in case of call made through T1E1PRI port or BRI port.*
- **Date:** The date on which the call was made. The date fill flag is to be enabled.



- *Filler Character field is applicable for Date, Month and Year, that is, whether the single digit date is to be printed as space-X or 0-X. For example, date = 1 is to be displayed as '1' or '01'.*
- *Where leading zeroes are not required, the date, month and year sub-fields are right aligned and the spaces are filled with character 'space'.*
- *The Date field is not linked to the global flag of Date Format. The global Flag of Date format is used, while using features or in configuration reports but not in PMS. This is because the date format used by the PMS is not the same as used by the users of the system.*
- **Time:** The time when the call was made. The format of the time field and the time fill flag are to be configured.



- *Filler Character field is applicable for Hours, Minutes and Seconds, that is, whether the single digit hour is to be printed as space-X or 0-X. For example, hour = 1 is to be displayed as '1' or '01'.*
- *In case when leading zeroes are not required, Date, Month and Year sub-fields are right aligned and the spaces are filled with character 'space'.*
- **Duration:** The duration of each call. Configure the duration unit and the duration fill flag.



- *When Duration Unit = Minutes, the rounding off to the nearest whole number is done. For seconds <= 30, Minute is not incremented. For seconds > 30, minute is incremented.*
- **Units:** The duration of the call interpreted in terms of units. The number of units depends on the Pulse Rate. The number of units is derived from the Call Unit = Call duration in seconds/Pulse rate in seconds.



- *Serial Number starts from 1 and not 0.*
- *When Serial Number rolls over, it increments the increment counter.*
- **Amount:** This is the Amount of the call. Configure the amount format and the fill flag.



- *Filler Character field is applicable for both the sub fields of Amount viz. Rupees/Paisa, that is, whether the single digit Rupee is to be printed as space-X or 0-X. For example, Rupee = 1 is to be displayed as '1' or '01'. Where leading zeroes are not required, the Rupee and Paisa are right aligned and the spaces are filled with character 'space'.*
- *When Amount Format = Higher Currency, rounding to nearest whole number is done. For Lower Currency <= 50, Higher Currency is not incremented and for Lower currency > 50, Higher Currency is incremented.*

- **Currency:** This is the symbol of the currency in which the Amount is charged. A maximum of 8 ASCII Characters are allowed.



- *Generally, Currency Symbol field prefixes to Amount field. Hence, to comply with various CDR formats, it is recommended that the column position of Currency Symbol and Amount field should be configured properly.*
- *The System Engineer can change the Currency Symbol used in the OG-SMDR Format. However, this change will not be reflected in the Front Desk User.*
- **Call Type Indicator:** This indicates the type of call made, that is, whether local, international, information, etc.

You must configure the Number String, the Text String and its Meaning, by clicking the 'Call Type Indicator' link.

Number Index	Number String	Text String	Meaning
01	0	LD	Long Distance
02	95	IC	Inter Circle
03	197	INFO	Information
04	0	INTL	International
:	:	:	:
36	2	L	Local

The Text String is a string of Alphanumeric characters. Number String is of a maximum 4-digits.

The Number Index is kept as '36' as one of the SMDR-OG Posting protocols, INN-FORM XL supports 24 different types of calls.

By default, all the entries in this table are blank.



The System Engineer is advised to configure the first 10 entries of this table as below if the selected posting protocol is Bell Hobic or XIOX.

Number Index	Number String	Text String	Meaning
01	1	A	
02	2	A	
03	3	A	
04	4	A	
05	5	A	
06	6	A	
07	7	A	
08	8	A	
09	9	A	
10	0	A	

Number Index	Number String	Text String	Meaning
:	:	:	
36	Blank	Blank	Blank

The System Engineer is advised to configure the first 11 entries of this table as below, if the selected posting protocol is Holidex or Hobic.

Number Index	Number String	Text String	Meaning
01	1	L	
02	2	L	
03	3	L	
04	4	L	
05	5	L	
06	6	L	
07	7	L	
08	8	L	
09	9	L	
10	0	L	
11	0	F	International
:	:	:	
36	Blank	Blank	Blank

- You are advised to use default (that is, Blank) table, if the selected protocol is Hilton, as Hilton uses blank entries in this field which is 12 bytes long.
- The Text String should preferably be same as Field Length. If not, the remaining spaces will be filled with character 'Space'. If the Field length is less than the Text string characters, then the number of text characters equal to the Field length will be printed.
- **Location:** This column indicates the location of the external number to which the call was made.



- *The system detects the location from the called location configured in the Area and Country Code Tables.*
- *Called Location is configured as one of the parameters of the Area Code Table and Country Code Table. Depending upon the prefix dialed, the Location string is picked up from either Country Code table or Area Code table.*
- *Called Location is not displayed for Local Calls.*
- *The Called Location parameter in the Country Code table and Area Code table is of 8 Characters.*
- *If the number of characters in the field Called Location is more than Field length then the remaining characters will not be printed (overlapped by next field).*

- If the number of characters in the field Called Location is less than Field length then the remaining characters in the field Called Location will be filled by spaces.

- **Called Number:** This is the external number to which the call was made.



- One way to separate the called party number is by Area Code, Exchange code and Subscriber Number. This is difficult in an Open numbering system, in which the field size of area code, exchange code are not standard but vary from two digits to four digits (e.g. the Area code for 'Mumbai' is of 2 digits, whereas that of 'Vadodara' is 3 digits).
- In the Closed numbering system, the Area Code, Exchange Code and the Subscriber number are of fixed length. In such case, including '-' in the called party number is not difficult. Hence, '-' is put in the called party number. The called party number is assumed to be of 10 digits. The first '-' is placed after four digits, counting from the right. The second '-' is placed after seven digits, counting from the right. If the dialed number is a local number of 7 digits then the second '-' is not placed. Also, the remaining three digits are not placed, but filled with character 'space'.
- In this case, even if the call is made to a geographical area where open numbering system is followed, '-' is placed in the same way.

- **Account Code:** This is the Account Code⁹¹ using which the call was made.
- **Remarks:** This column indicates the details of the call; whether it was a DISA call, DOSA call, Auto Redial Call, type of call maturity.

Fixed Characters are used to indicate the type of call, call details, etc. The notations for the Remarks field are:

D	DISA Call
A	Auto Redial Call
C	CPD
K	12KHz/16KHz
R	Reversal
D	Delay
I	Connect

- **Reset Serial Number to 001:** The Serial number counter can be reset to 001 after 24 hours (from 00:00 HH:MM) or every 6 hours. By default, 'No Compulsory Reset' is selected, which means the serial number counter will not be automatically reset.
- **Starting Character - Increment Counter:** Specify the starting character of the increment counter as the serial number rolls over, in this field.
- **Reset Increment Counter:** The Increment Counter can be reset to 001 after 24 hours (from 00:00 HH:MM) or every 6 hours. By default, 'No Compulsory Reset' is selected, which means the serial number counter will not be automatically reset.

91. Account Code is a unique number that is assigned to each client or customer, for the purpose of tracking calls made on behalf of the client. Each time a call is made or is to be made for a client, the Account Code for the client can be dialed and all calls made for that client will be tracked by the Account Code which was dialed for making the call.

- **Prefix String Required:** This flag is to be configured if the prefix string 0ac1 is to be sent when interfacing with OG-SMDR Posting Protocol/PMS using Micros PMS Interface.
- **Property Code:** Enter the property code required by the CAS.
- **Currency Symbol (Enter Decimal Value):** Enter currency symbol to be used.

To refine the above listed Call Detail Record format parameters using SE Commands,

- Enter SE mode.
- Dial the following commands for each parameter.

Serial Number

- Dial **8100-Column Position**
Where,
Column Position is from 000 to 128.
By default, Column Position is 001.
- Dial **8101-Field Length**
Where,
Field Length is from 000 to 128.
By default, Field Length is 004.
- Dial **8102-Alignment**
Where,
 1 is for Left Alignment
 2 is for Right Alignment
By default, Alignment is 2.
- Dial **8103-Fill Character**
Where,
Fill Character is a 3-digit ASCII value ranging from 032 to 254.
By default, Fill Character is 'Zero'.

To reset Serial Number to 001

- Dial **8104-Reset**
Where,
 1 is for No Compulsory Reset
 2 is for Reset to 001 every 24 hours (at 00:00 Hrs.)
 3 is for Reset to 001 every 6 hours (at 00:00 Hrs.)
By default, Reset is '1'.

Increment Counter

- Dial **8105-Column Position**
Where,
Column Position is from 000 to 128.
By default, Column Position is 000.
- The Field Length of the Increment Counter is fixed as '1'.

To Reset Increment Counter:

- Dial **8106-Reset**

Where,

1 is for No Compulsory Reset

2 is for Reset to 001 every 24 hours (at 00:00 Hrs.)

3 is for Reset to 001 every 6 hours (at 00:00 Hrs.)

By default, Reset is '1'.

To configure starting character for Increment Counter:

- Dial **8174-Starting Character**

Where,

Starting Character is from A to Z.

By default, Starting Character is 'A'.

Property Code

- Dial **8107-Column Position**

Where,

Column Position is from 000 to 128.

By default, Column Position is 000 (This field is not available by default)

- Dial **8108-Field Length**

Where,

Field Length is from 000 to 128.

By default, Field Length is 004.

To configure Property Code String:

- Dial **8109-Property Code String**

Where,

Property Code String is a string of a maximum of 128 alphanumeric characters. Terminate the string with #*.

Station Number

- Dial **8110-Column Position**

Where,

Column Position is from 000 to 128.

By default, Column Position is 006.

- Dial **8111-Field Length**

Where,

Field Length is from 000 to 128.

By default, Field Length is 005.

- Dial **8112-Alignment**

Where,

1 is for Left Alignment

2 is for Right Alignment

By default, Alignment is 2.

- Dial **8113-Fill Character**

Where,

Fill Character is 3-digit ASCII value and ranging from 032 to 254.

By default, Fill Character is 'Space'.

Trunk Number

- Dial **8114-Column Position**
Where,
Column Position is from 000 to 128.
By default, Column Position is 012.

To configure format type for trunk number:

- Dial **8115-Format Type**
Where,
Format Type
 1 is for Matrix Format
 2 is for Check-Inn Format
By default, Format Type is '1'.

Date

To configure column position, field length, alignment, and fill character:

- Dial **8116-Column Position**
Where,
Column Position is from 000 to 128.
By default, Column Position is 037.
- Dial **8117-Field Length**
Where,
Field Length is from 000 to 128.
By default, Field Length is 010.
- Dial **8118-Alignment**
Where,
Alignment is
 1 for Left Alignment
 2 for Right Alignment
By default, Alignment is 2.
- Dial **8119-Fill Character**
Where,
Fill Character is 3-digit ASCII value from 032 to 254.
By default, Fill Character is 'Space'.

To configure date format for the date field:

- Dial **8120-Date Format**
Where,
Date Format is
 01 for DD-MM-YY
 02 for DD/MM/YY
 03 for DD.MM.YY
 04 for DD MM YY
 05 for DDMMYY
 06 for DD-MM-YYYY
 07 for DD/MM/YYYY

08 for DD.MM.YYYY
09 for DD MM YYYY
10 for DDMMYYYY
11 for MM-DD-YY
12 for MM/DD/YY
13 for MM.DD.YY
14 for MM DD YY
15 for MMDDYY
16 for YY-MM-DD
17 for YY/MM/DD
18 for YY.MM.DD
19 for YY MM DD
20 for YYMMDD
21 for YYYY-MM-DD
22 for YYYY/MM/DD
23 for YYYY.MM.DD
24 for YYYY MM DD
25 for YYYYMMDD
26 for MM-DD
27 for MM/DD
28 for MM.DD
29 for MM DD
30 for MMDD
31 for DD-MM
32 for DD/MM
33 for DD.MM
34 for DD MM
35 for DDMM

The date format depends upon the Posting Protocol selected.

To configure fill flag for date field:

- Dial **8170-Date Fill Flag**
Where,
Date Fill Flag
 0 is for Disable
 1 is for Enable
By default, Date Fill Flag is '1'.

Time

- Dial **8122-Column Position**
Where,
Column Position is from 000 to 128.
By default, Column Position is 048.
- Dial **8123-Field Length**
Where,
Field Length is from 000 to 128.
By default, Field Length is 008.
- Dial **8124-Alignment**
Where,
Alignment is

1 for Left Alignment
2 for Right Alignment
By default, Alignment is 2.

To configure fill character for the time field:

- Dial **8125-Fill Character**
Where,
Fill Character is a 3-digit ASCII value ranging from 032 to 254.
By default, Fill Character is 'Space'.

To configure time format for the time field:

- Dial **8126-Time Format**
Where,
Time Format
1 is for HH:MM:SS
2 is for HH:MM
By default, Time format is 1.

To configure time fill flag for time field:

- Dial **8171-Time Fill Flag**
Where,
Time Fill Flag
0 is for Disable
1 is for Enable
By default, Time Fill Flag is '1'.

Duration

To configure column position, field length, alignment:

- Dial **8127-Column Position**
Where,
Column Position is from 000 to 128.
By default, Column Position is 057.
- Dial **8128-Field Length**
Where,
Field Length is from 000 to 128.
By default, Field Length is 005.
- Dial **8129-Alignment**
Where,
Alignment is
1 for Left Alignment
2 for Right Alignment
By default, Alignment is 2.

To configure fill character for duration field:

- Dial **8130-Fill Character**
Where,
Fill Character is 3-digit ASCII value ranging from 032 to 254.
By default, Fill Character is 'Space'.

To configure duration unit for duration field:

- Dial **8131-Duration Unit**

Where,

Duration Unit

1 is for HH:MM:SS

2 is for HHMMSS

3 is for Minutes

4 is for Seconds

By default, Duration Unit is '4'.

To configure duration fill flag for duration field:

- Dial **8172-Duration Fill Flag**

Where,

Duration Fill Flag

0 is for Disable

1 is for Enable

By default, Duration Fill Flag is '1'.

Units

To configure column position, field length, alignment for Units:

- Dial **8132-Column Position**

Where,

Column Position is from 000 to 128.

By default, Column Position is 063.

- Dial **8133-Field Length**

Where,

Field Length is from 000 to 128.

By default, Field Length is 004.

- Dial **8134-Alignment**

Where,

Alignment is

1 for Left Alignment

2 for Right Alignment

By default, Alignment is 2.

To configure fill character for Units field:

- Dial **8135-Fill Character**

Where,

Fill Character is a 3-digit ASCII value ranging from 032 to 254.

By default, Fill Character is 'Space'.

Amount

To configure column position, field length and alignment Amount:

- Dial **8136-Column Position**

Where,

Column Position is from 000 to 128.

By default, Column Position is 068.

- Dial **8137-Field Length**

Where,

Field Length is from 000 to 128.
By default, Field Length is 007.

- Dial **8138-Alignment**

Where,
Alignment is

- 1** for Left Alignment
- 2** for Right Alignment

By default, Alignment is 2.

To configure fill character for amounts field:

- Dial **8139-Fill Character**

Where,

Fill Character is a 3-digit ASCII value ranging from 032 to 254.

By default, Fill Character is 'Space'.

To configure Amount format:

- Dial **8140-Amount Format**

Where,

Amount Format is

- 1** for Higher Currency
- 2** for Lower Currency
- 3** for Spoken Currency with decimal point
- 4** for Spoken Currency without decimal point

By default, Amount Format is '3'.

To configure fill flag for Amount:

- Dial **8173-Amount Fill Flag**

Where,

Amount Fill Flag is

- 0** for Disable
- 1** for Enable

By default, Amount Fill Flag is '1'.

Currency Symbol

To configure column position, field length and alignment for currency symbol:

- Dial **8141-Column Position**

Where,

Column Position is from 000 to 128.

By default, Column Position is 000.

- Dial **8142-Field Length**

Where,

Field Length is from 000 to 128.

By default, Field Length is 001.

- Dial **8143-Alignment**

Where,

Alignment is

- 1** for Left Alignment
- 2** for Right Alignment

By default, Alignment is '2'.

To configure fill character for currency symbol:

- Dial **8144-Fill Character**

Where,

Fill Character is a 3-digit ASCII value ranging from 032 to 254.

By default, Fill Character is 'Space'.

To configure symbol (character string) for currency:

- Dial **8145-Character 1-Character 2-Character 3-Character 4-Character 5-Character 6-Character 7-Character 8**

Where,

Character 1 to Character 8 shall be in 3 digit Decimal values.

Decimal values 000 and 032 to 255 are allowed.

If currency string/symbol to be used is of less than 8 characters, terminate the command with #*.

Refer following table to know Decimal value of corresponding currency character:

ASCII Character Table											
Decimal	ASCII	Decimal	ASCII	Decimal	ASCII	Decimal	ASCII	Decimal	ASCII	Decimal	ASCII
000	Null	076	L	121	y	166	ı	211	Ō		
032	Space	077	M	122	z	167	Š	212	Ŏ		
033	!	078	N	123	{	168	ˆ	213	Ȫ		
034	"	079	O	124		169	©	214	Ȭ		
035	#	080	P	125	}	170	ª	215	×		
036	\$	081	Q	126	~	171	«	216	Ø		
037	%	082	R	127		172	¬	217	Ù		
038	&	083	S	128	€	173	-	218	Ú		
039	'	084	T	129		174	®	219	Û		
040	(085	U	130	,	175	—	220	Ü		
041)	086	V	131	f	176	°	221	Ý		
042	*	087	W	132	"	177	±	222	Þ		
043	+	088	X	133	...	178	²	223	ß		
044	,	089	Y	134	†	179	³	224	à		
045	-	090	Z	135	‡	180	´	225	á		
046	.	091	[136	^	181	µ	226	â		
047	/	092	\	137	‰	182	¶	227	ã		
048	0	093]	138	Š	183	·	228	ä		
049	1	094	^	139	<	184	¸	229	å		
050	2	095	~	140	Œ	185	ˆ	230	æ		
051	3	096		141		186	°	231	ç		
052	4	097	a	142	Ž	187	»	232	è		
053	5	098	b	143		188	¼	233	é		
054	6	099	c	144		189	½	234	ê		
055	7	100	d	145	‘	190	¾	235	ë		
056	8	101	e	146	’	191	¿	236	ì		
057	9	102	f	147	“	192	À	237	í		
058	:	103	g	148	”	193	Á	238	î		
059	;	104	h	149	•	194	Â	239	ï		
060	<	105	i	150	—	195	Ã	240	ð		
061	=	106	j	151	—	196	Ä	241	ñ		
062	>	107	k	152	~	197	Å	242	ò		
063	?	108	l	153	™	198	Æ	243	ó		
064	@	109	m	154	Š	199	Ç	244	ô		
065	A	110	n	155	>	200	È	245	õ		
066	B	111	o	156	œ	201	É	246	ö		
067	C	112	p	157		202	Ê	247	÷		
068	D	113	q	158	ž	203	Ë	248	ø		
069	E	114	r	159	Ÿ	204	Ì	249	ù		
070	F	115	s	160		205	Í	250	ú		
071	G	116	t	161	ı	206	Î	251	û		
072	H	117	u	162	ç	207	Ï	252	ü		
073	I	118	v	163	£	208	Ð	253	ý		
074	J	119	w	164	¤	209	Ñ	254	þ		
075	K	120	x	165	¥	210	Ò	255	ÿ		

Call Type Indicator

To configure column position, field length and alignment for call type indicator:

- Dial **8146-Column Position**

Where,
Column Position is from 000 to 128.
By default, Column Position is 000.

- Dial **8147-Field Length**

Where,
Field Length is from 000 to 128.
By default, Field Length is 001.

- Dial **8148-Alignment**

Where,
Alignment is
 1 for Left Alignment
 2 for Right Alignment
By default, Alignment is '2'.

To configure number string for call type indicator:

- Dial **8149-Number Index-1-Number String**

Where,
Number Index is from 01 to 36.
Number String is of four digits. Terminate with #* if the string is less than four digits.

To configure text string for call type indicator:

- Dial **8149-Number Index-2-Text String**

Where,
Number Index is from 01 to 36.
Text String is a string of Alphanumeric characters. Terminate with #*.
Keep the Text String same as the Field Length.

Called Location

To configure column position, field length and alignment for Called Location:

- Dial **8150-Column Position**

Where,
Column Position is from 000 to 128.
By default, Column Position is 000.

- Dial **8151-Field Length**

Where,
Field Length is from 000 to 128.
By default, Field Length is 005.

- Dial **8152-Alignment**

Where,
Alignment is
 1 for Left Alignment
 2 for Right Alignment
By default, Alignment is '2'.

Called Number

To configure column position, field length and alignment for the Called Number:

- Dial **8154-Column Position**

Where,
Column Position is from 000 to 128.
By default, Column Position is 018.

- Dial **8155-Field Length**

Where,
Field Length is from 000 to 128.
By default, Field Length is 019.

- Dial **8156-Alignment**

Where,
Alignment is
 1 for Left Alignment
 2 for Right Alignment
By default, Alignment is '1'.

To configure number format for Called Number:

- Dial **8157-Number Format**

Where,
Number Format
 1 is for Continuous
 2 is for Separated
By default, Number Format is '1'.

Account Code

To configure column position, field length, alignment for Account Code:

- Dial **8158-Column Position**

Where,
Column Position is from 000 to 128.
By default, Column Position is 000.

- Dial **8159-Field Length**

Where,
Field Length is from 000 to 128.
By default, Field Length is 004.

- Dial **8160-Alignment**

Where,
Alignment is
 1 for Left Alignment
 2 for Right Alignment
By default, Alignment is '2'.

To configure fill character for Account Code:

- Dial **8161-Fill Character**

Where,
Fill Character is a 3-digit ASCII value ranging from 032 to 254.
By default, Fill Character is 'Space'.

Prefix String (ac01)

To configure prefix string (ac01):

- Dial **8165-Code**

Where,

Code is

0 for No

1 for Yes

By default, Code is '0'.

Remarks

To configure column position, field length and alignment for Remarks:

- Dial **8166-Column Position**

Where,

Column Position is from 000 to 128.

By default, Column Position is 076.

- Dial **8167-Field Length**

Where,

Field Length is from 000 to 128.

By default, Field Length is 002.

- Dial **8168-Alignment**

Where,

Alignment is

1 for Left Alignment

2 for Right Alignment

By default, Alignment is '1'.

If you want to assign default Call Record Format:

- Dial **8169**

Configuring Area Code and Country Code

Country code and Area Code must be configured so that a call can be placed to a particular location in a particular country. Country and Area Codes need to be configured also for the purpose of calculating cost of calls. Refer *Call Cost Calculation (CCC)* in *SARVAM UCS System Manual* to know more.

To configure a country code:

- Dial **8321-Index-Country Code-#***

Where,

Index is from 001 to 200.

Country Code is a number string of maximum of 4 digits, terminate with #* if less than four digits.

Index	Country Code
001	041
002	051
:	:
200	096

To configure a location in a country code:

- Dial **8322-Index-Country Name-#***

Where,

Index is from 001 to 200.

Country Name is of 8 characters; terminate the command string with #*, if the name is less than 8 characters.

Index	Country Name
001	India
002	Kenya
:	:
200	UAE

Appendix

Basic Network

To select the Connection Type	2116-Network Connection Type
To assign IP Address to WAN Port	2110-IP Address
To assign Network Mask to the WAN Port	2111-Network Mask
To assign Gateway Address	2112-Gateway Address
To configure Web Server Port	2121-HTTP Port
To view Address of Ethernet port	2150
To view Subnet of Ethernet port	2151
To view Gateway of Ethernet port	2152
To view Ethernet Link Status	2162
To exit the SE Programming Mode	00

System Debug

To start/stop debug for required process	2104-Value
To start/stop state debug	2105-Port Type-Port Number Start-Port Number End-Flag
To enable ETERNITY GENX Host debug	2181-1-Code
To set IP Address for ARM Debug	2182-IP Address
To set Port for ARM Debug	2183-Port
To enable ETERNITY GENX DSP Para 1 Debug	2184-1-Code
To enable ETERNITY GENX DSP Para 2 Debug	2184-2-Code
To set IP Address for DSP Debug	2185-IP Address
To set IP Port for DSP Debug	2186-Port
To enable or disable PCM capture - Debug	2172-Slot Number-Hardware Port Offset- Code
To configure the IP Address of the Syslog Server	2178-Syslog Server IP Address
To configure Port number on which ETERNITY GENX shall send debug to Syslog Server	2179-Syslog Server's Listening Port

To initiate the debug of IO operations

2199-Slot Number-1-Port Number-Code

Disposal of Products/Components after End-Of-Life

Main components of Matrix products are given below:

- **Soldered Boards:** At the end-of-life of the product, the soldered boards must be disposed through e-waste recyclers. If there is any legal obligation for disposal, you must check with the local authorities to locate approved e-waste recyclers in your area. It is recommended not to dispose-off soldered boards along with other waste or municipal solid waste.
- **Batteries:** At the end-of-life of the product, batteries must be disposed through battery recyclers. If there is any legal obligation for disposal, you may check with local authorities to locate approved batteries recyclers in your area. It is recommended not to dispose off batteries along with other waste or municipal solid waste.
- **Metal Components:** At the end-of-life of the product, Metal Components like Aluminum or MS enclosures and copper cables may be retained for some other suitable use or it may be given away as scrap to metal industries.
- **Plastic Components:** At the end-of-life of the product, plastic components must be disposed through plastic recyclers. If there is any legal obligation for disposal, you may check with local authorities to locate approved plastic recyclers in your area.

After end-of-life of the Matrix products, if you are unable to dispose-off the products or unable to locate e-waste recyclers, you may return the products to Matrix Return Material Authorization (RMA) department.

Make sure these are returned with:

- proper documentation and RMA number
- proper packing
- pre-payment of the freight and logistic costs.

Such products will be disposed-off by Matrix.

"SAVE ENVIRONMENT SAVE EARTH"

E-Waste Management and Handling Rules

E-waste is a popular, informal name for electronic products nearing the end of their useful life. E-wastes are considered dangerous, as certain components of some electronic products contain materials that are hazardous, depending on their condition and density. The hazardous content of these materials pose a threat to human health and environment. Discarded electronics products such as circuit boards, batteries, wires and other electronic accessories if improperly disposed can leach lead and other substances into soil and groundwater. Many of electronic products can be reused, refurbished or recycled in an environmentally sound manner so that they are less harmful to the ecosystem.

Benefits of E-waste Recycling

Electronics Recycling Conserves Natural Resources

There are many materials that can be recovered from old electronic products. These materials can be used to make new products, thus reducing the need for the new raw materials. For instance, various metals can be recovered from circuit boards and other electronics can be recycled.

Electronics Recycling Supports the Community

Donating your old electronics plays an important role in the provision of refurbished products which can be of great help to certain industries, small organizations and non-profitable organizations. It also helps individuals gain access to technology that they could not have otherwise afforded.

Electronics Recycling Creates Employment Locally

Considering that around 90 percent of electronic equipment is recyclable, electronics recycling can play a significant role in creating employment. This is because new firms dealing with electronics recycling will form and existing firms will look to employ more people to recover recyclable materials. This can be triggered by the increase in the demand for electronics recycling.

Electronics Recycling Helps Protect Public Health and the Environment

Many electronics have toxic or hazardous materials such as mercury and lead, which can be harmful to the environment if disposed in trashcans. Reusing and recycling electronics safely helps in keeping the hazardous materials from harming humans or the environment. For example, certain electronic components and batteries are hazardous since they have lead in them. Printed circuit boards contain harmful materials such as cadmium, lead, mercury and chromium.

Instead of keeping old electronics or dumping them in landfills, recycling or reusing them is an appropriate option that should be supported by individuals and organizations. Considering the benefits of electronics recycling, it is very important that people in various parts around the world embrace this concept.

Creates Jobs

E-waste recycling creates new jobs for professional recyclers and creates a second market for the recycled materials.

Do's & Don'ts

Do's:

- Always look for information on the catalogue with your product for end-of-life equipment handling.
- Ensure that only Authorized Recyclers/Dismantler handle your electronic products.
- Always call at our toll-free No's to Dispose products that have reached end-of life.
- Always drop your used electronic products, batteries or any accessories, when they reach the end of their life at your nearest Authorized E-Waste Collection Points.
- Always disconnect the battery from product and ensure any glass surface is protected against breakage.

Don'ts:

- Do not dismantle your electronic Products on your own.
- Do not throw electronics in bins having "Do not Dispose" sign.
- Do not give e-waste to informal and unorganized sectors like Local Scrap Dealer/ Rag Pickers.
- Do not dispose your product in garbage bins along with municipal waste that ultimately reaches landfills.

E-Waste Management Plan

M/s. MATRIX COMSEC PVT LTD has partnered with **E-Waste Recyclers India (EWRI)** to comply with the new India E-Waste management and handling rules in providing drop-of centers and environmentally sound management of end of life electronics.

EWRI has obtained authorizations from the appropriate governmental agency for their processing facilities. EWRI will receive and recycle customer returned equipment, including all the e-waste. Customers can drop their e-waste in the drop-box provided at various collection centers of EWRI.

A list of collection centers along with the address is mentioned below.

The customers can also call on the following toll free number (1800-102-5679) from Monday to Friday between 10:00 AM to 5:30 PM to get details about the collection centers.

Collection Centers:

State/ City	Location	Logistic	Address	Toll-Free Number
Delhi	Rangpuri	Professional Logistics	Rangpuri, Milakpur Kohi Rangpuri, Rangpuri, New Delhi - 110037	1800-102-5679
Gurugram	Gurugram	Professional Logistics	295, LIG Colony, Sector 31, Gurugram, Haryana - 122022	1800-102-5679
Jharkhand	Dhanbad	Professional Logistics	Sardar Patel Nagar, Dhanbad, Jharkhand - 826004	1800-102-5679
Noida	Salarpur Khadar	Professional Logistics	2, Gejha Rd, Goyal Colony, Salarpur Khadar, Sector 102, Noida, Uttar Pradesh - 201304	1800-102-5679
Mumbai	Vashi	Professional Logistics	Plot-92,gala no 01,Sector 19C Vashi Navi, Mumbai - 400705	1800-102-5679

State/ City	Location	Logistic	Address	Toll-Free Number
Pune	Vallabh Nagar	Professional Logistics	No.3/20,Near Ashok Sah Bank, Vallabh Nagar, S.T.Stand Road, Pimpri, Pune - 302021	1800-102-5679
Odisha	Cuttack	Professional Logistics	Cuttack, Odisha	1800-102-5679
Hyderabad	Secunderabad	Professional Logistics	4,Block-3,4th Shatter at 179, MPR Estates Near Old Check Post Old Bowaenpally Secunderabad, Hyderabad - 500011	1800-102-5679
Bangalore	Yeshwanthpur	Professional Logistics	No.44 1st floor 2nd main D.D.U.T.T.L. Yeshwanthpur, Bangalore - 560022	1800-102-5679
Mangalore	Bhathery Road Boloor	Professional Logistics	Opp. Hindustan Lever Ltd, Sulthan, Bhathery Road Boloor, Mangalore (KA) - 575003	1800-102-5679
Jharkhand	Ranchi	Professional Logistics	Ranchi, Jharkhand	1800-102-5679
Chennai	Sennerkuppam	Professional Logistics	27,Sakthi Nagar Phase-II, Sennerkuppam, Near Bisleri Water Plant, Chennai - 600056	1800-102-5679
Rajasthan	Jaipur	Professional Logistics	A-81, 200 ft. By Pass, Heerapura, Jaipur, Rajasthan - 302021	1800-102-5679
Bokaro	Odisha	Professional Logistics	Cuttack, Odisha, India	1800-102-5679
Guwahati	Kundil	Professional Logistics	HN-34, Kundil Nagar Basistha Chariali, Near Parbhat Apartment, Guwahati - 781029	1800-102-5679
Lucknow	Kanpur Road	Professional Logistics	S-175,1st Floor Transport Nagar Near RTO Kanpur Road Lucknow - 226004	1800-102-5679
Madhya Pradesh	Indore	Professional Logistics	284 AS-3 Scheme No.-78,Vijay Nagar, Indore, Madhya Pradesh	1800-102-5679
Ahmedabad	Pushp Penament	Professional Logistics	Shop No D-18, Pushp Penament, Behind Mony Hotel, Isanpur, Ahmedabad	1800-102-5679
Patna	Malyanil buddha	Professional Logistics	Dr. A.K Pandey (IPS) Malyanil buddha Colony, Patna (Bihar) - 800001	1800-102-5679
Andhra Pradesh	Vishakapatnam	Professional Logistics	Shop No.8, New Gajuwaka, Opp. High School Road, Vishakapatnam, Andhra Pradesh - 530026	1800-102-5679
Chandigarh	Pharbhat Road	Professional Logistics	Shop no:-19, Pharbhat Road, Opp:- Tennis Academy, Zirakpur, Chandigarh, Punjab	1800-102-5679

State/ City	Location	Logistic	Address	Toll-Free Number
Kolkata	B.T. ROAD DUNLOP	Professional Logistics	156A/73, Northern Park, B.T. Road Dunlop, Kolkata -700108	1800-102-5679
Odisha	Bhubaneswar	Professional Logistics	Acharya Vihar - jaydev Vihar Rd, Bhubaneswar, Odisha	1800-102-5679
West Bengal	Asansol	Professional Logistics	Shop No-4 Asansol Station Bus Stand Road, Munshi Bazar, Asansol, West Bengal - 713301	1800-102-5679

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