



# HOSPITALITY FRONT DESK USERGUIDE

INTRODUCTION	3-6
ATTENDANT USER GUIDE DISPLAY	
KEYSTATION	7-29
CHECK-IN GUESTS	9
CHECK-IN FUNCTIONS	10-17
Authorisation Code Register / Change	15
Call Charge Rates Assign	17
Dialling Privileges Register / Change Station COS	11
Guest Name Register / Change	10
Prepaid Money Register / Change	16
Room To Room Call Group Register / Change	14
Set Intercom Call Enable / Disable	13
Wake-Up Time To Register / Change Guest Station	12
OTHER FUNCTIONS	18-29
Call Charge Rate Register/Change	17
Check-Out	19-20
Check-out With / Without Payment Method	19
Cost At Service Station Register	29
Costing Guests Expenses (see Cost at Service Station Register)	29
Hotel Name Register	22
Intercom Call Enable / Disable	23
One Time External Call Enable	22
Part Time Accommodation	24
Reminder Calls (see Wake-Up calls)	27
Room Charge Display	23
Delete Call Records	23
Room Rate Programming	25
Room Rate Time Ranges Register/Change	24
Room Rate to Rooms Assign	18
Room Status Report	26
Room Status Resetting Clean / Dirty	28
Room To Room Call Group Register / Clear	14
Room to Room Call Restriction (see Room to Room Call Group)	23
Tax Rates	26
Wake-Up Calls	27
Wake-Up Call Cancel	27
Wake-Up Call Set	27
OTHER FUNCTIONS (Cont..)	18-29
Room Rate to Rooms Assign	18
Room Status Report	26
Room Status Resetting Clean / Dirty	28
Room To Room Call Group Register / Clear	23
Room to Room Call Restriction (see Room to Room Call Group)	23
Tax Rates	26
Wake-Up Calls	27
Wake-Up Call Cancel	27
Wake-Up Call Set	27
Attendant Clock Set	30



## INTRODUCTION

Congratulations on your selection of the Aria Hospitality system which has been specifically developed for use in small to medium hospitality applications. Aria Hospitality is a flexible system designed to be configured to your requirements. Therefore your installer will have discussed your needs prior to programming your system according to the requirements specified by management. If you feel some aspect of operation is not to your satisfaction check with your installer as to whether the programming can be modified or options added to satisfy your requirements.

The hospitality documentation consists of a number of User Guides which include;

- Front Desk User Guides:
  1. Front Desk Station User Guide
  2. Front Desk Quick Reference Guide
  3. Digital Keystation User Guide
- Service Keystation and Room Attendant User Guide
- Guest Extension User Guide

The Front Desk User Guide and Quick Reference Guide for attendants have been written to provide general understanding of the guest features of the Aria Hospitality system. Operational instructions are given to enable you to familiarise yourself with the system quickly and be in a position to establish procedures which will best serve your guests.

This User Guide has been divided into two major sections:

The first section covers the attendant operation on an Aria Keystation without a DSS Console.

The second section covers the attendant operation on an Aria Keystation with a DSS Console (see DSS Map 1 on page 4).

A maximum of three consoles can be connected to each attendant or service station on the Aria 130 and a maximum of 7 on the Aria 300/600. The pre-programmed flexible button assignment is illustrated in DSS Map 1.

# ARIA HOSPITALITY FRONT DESK USER GUIDE

DSS Map 1 is used in this User Guide; there are four other maps available. If management have selected a different DSS Map you should place a copy of it in this guide to avoid confusion (see your system installation specialist).

The assignments have been designed to assist the attendant in offering faster and more efficient service, by having the most frequently used functions pre-programmed for one touch operation.

Note: The word Attendant will be used through this user guide. In this instance it refers to the front desk, reception and receptionist.

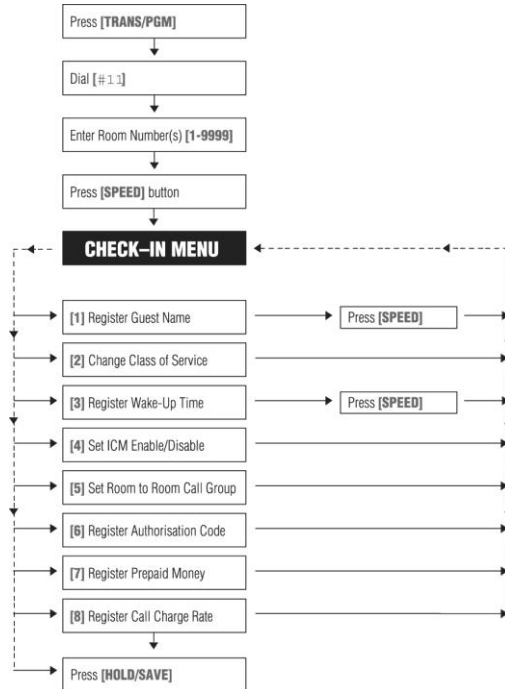
Hospitality Keystation Underlay

LINE 1	LINE 13
LINE 2	LINE 14
LINE 3	LINE 15
LINE 4	LINE 16
LINE 5	LINE 17
LINE 6	LINE 18
LINE 7	LINE 19
LINE 8	LINE 20
LINE 9	LINE 21
LINE 10	LINE 22
LINE 11	LINE 23
LINE 12	LINE 24

Hospitality DSS Console Underlay -  
using DSS Map 1 Underlay

ROOM 100	ROOM 101	ROOM 102	ROOM 103
ROOM 104	ROOM 105	ROOM 106	ROOM 107
ROOM 108	ROOM 109	ROOM 110	ROOM 111
ROOM 112	ROOM 113	ROOM 114	ROOM 115
ROOM 116	ROOM 117	ROOM 118	ROOM 119
ROOM 120	ROOM 121	ROOM 122	ROOM 123
ROOM 124	ROOM 125	ROOM 126	ROOM 127
ROOM 128	ROOM 129	ROOM 130	ROOM 131
ROOM 132	ROOM 133	ROOM 134	ROOM 135
ROOM 136	ROOM 137	ROOM 138	ROOM 139
ROOM 140	ROOM 141	ROOM 142	ROOM 143
ROOM 144	ROOM 145	ROOM 146	ROOM 147

While Checking-in a new guest a number of important functions are entered into the system. The diagram below illustrates Check-in Menu together with the steps involved in Checking-in a guest:



Check-in is performed directly from the Attendant keystation. Due to space availability on the LCD and the fact that you may not need to enter data against all the options each step in the menu is performed separately. Following the completion of each function the menu returns to the Check-in Menu where the next option is selected.

Each of the Check-in Menu functions are individually covered in this User Guide with a detailed description and step by step explanation of the operation involved.

The User Guide also concentrates on servicing guest requirements and one off requests during their stay in the hotel. Functions have been developed to simplify Attendant operation requirements. Functions can be directly entered into the system without searching through the Check-in screen. This also provides for certain functions to be activated for a range of rooms in one command, example room to room call group and ICM call enable/disable. These options are covered by separate menus which are individually described from pages 18-29.

Please Note : Guests can call Service Stations even in cases where the guest's extension has been barred to all other calls.

**PRINTER PAPER  
FEED**

Printing reports such as Room Status, Total Charge Report etc., are an important function of the Aria Hospitality system. Please note that your printer will line feed 1 page prior to printing each report. Incorrect feeding of paper will cause printing errors.

**RING PATTERNS  
ON YOUR KEYSTATION  
AND GUEST  
EXTENSIONS**

Ringing on attendant, service keystations and guest extensions have different patterns depending on the type of call. The following diagram illustrates these patterns to help you recognise the source of the call.

**Internal Call Ring Pattern**



**Incoming Call Ring Pattern**



**INDICATOR LIGHT  
PATTERNS  
ON YOUR KEYSTATION  
AND  
DSS CONSOLE**

The LED status of each exchange line, staff extension and guest room phone is shown as follows:

- Button Not Lit  
Line is not in use extension is free
- Button Flashing  
Outside call to be answered, extension is ringing or call on hold
- Button Lit Continuously  
Line or extension is busy

To help you familiarise yourself with the system, we urge you to take a few minutes to read this User Guide. It will provide you with a concise understanding of all the functions available to you in servicing guest requirements.

Please Note: If a Proprietary Management System has been installed, operation of the functions in this User Guide will be different. Please consult with the manufacturer of your PMS system for Front Desk operation information.



## CHECK-IN GUESTS

This feature allows the System Attendant to view the status of a room and to Check-in a guest.

The desired Check-in functions are entered one at a time and saved. The display will return to the Check-in Menu each time.

This process is repeated until all desired Check-in Functions have been entered. Press the [MON] Key to exit the Check-in Menu.

A Check-in Status report is printed upon completion of each guests Check-in. The eight functions are individually covered in the following pages with a detailed description and step by step explanation of the operation involved in each function.

1. Press [TRANS/PGM] button
2. Dial #11
3. Enter room Number(s) [1-9999]  
or  
Press {DSS} key(s) assigned to room number(s)
4. Press [SPEED] button
5. The system is now ready for Check-in. The following options are available; you are not required to enter data against each one, only the options required to satisfy your management requirements
6. Dial Check-in function

[1] Register/change guest name screen (12 character-see character set). Press [SPEED]	(page 10)
[2] Change COS	(page 11)
[3] Register/Change Wake-Up Time	(page 12)
[4] Set ICM Enable/Disable	(page 13)
[5] Set Room to Room Call Group	(page 14)
[6] Register/Change Authorisation Code	(page 15)
[7] Register/Change Prepaid Money	(page 16)
[8] Register/Change Call Charge Rate	(page 17)

- Press [HOLD/SAVE] button
- After each option the system will return to your Check-in function. To complete Check-in simply hang up handset or press [MON]
- In case of multiple room Check-in/Change Status, status of first room selected is shown on screen, however changes will affect all stations selected when [HOLD/SAVE] is pressed (Authorisation codes are exempt)

After Check-in, the Room Status is printed via a printer in the following format:

Chk-In	Room	Check-In	Guest Name	COS	ICM	GRP	WAKE	AUTH	PRE-PAID	C-RT	CHARGE
	0100	12/29-18	.....	22	No	..	..:	No	0.00	.	0
Changed	Room	Check-In	Guest Name	COS	ICM	GRP	WAKE	AUTH	PRE-PAID	C-RT	CHARGE
	0100	12/29-18	J. CITIZEN	11	Yes	01	06:00	Yes	200.00	.	0

Steps 1 to 5 are used only to gain access to the Check-in function. Once the Check-in function is invoked (Step 6) the attendant is not required to enter data against each one of the seven functions, only against those options required to satisfy your management requirements.

### REGISTER/ CHANGE GUEST NAME

This feature allows the System Attendant to register/change Guest Name. The Guest Name appears on all printed reports and on the station display.

1. Press [TRANS/PGM] button
  2. [TRANS/PGM] button flashes [MON] LED lights steady
  3. Dial #11 (Check-in/Change Room Status)
  4. Dial [Room Number]
- or
- Press {DSS} key assigned to room number(s)
  5. Press [SPEED] button

LCD shows current status of Room Number eg., after entering Room No. 100, LCD shows Room Status as follows:

100 (CLEAN) . . . . .  
 COS77 . . . . . I(X) G(. .) . . .

6. Dial [1] to Register/Change Guest Name
  - Enter [Guests Name] 12 characters maximum (If Guests Name is less than 12 characters, then press the [SPEED] button)
  - Press the [HOLD/SAVE] button
  - System returns to Check-in Menu

### CHARACTER SET

A	21	I	43	Q	7*	Y	93	6	60	(	#1
B	22	J	51	R	72	Z	9#	7	70	)	#2
C	23	K	52	S	73	0	00	8	80	-	#3
D	31	L	53	T	81	1	10	9	90		
E	32	M	61	U	82	2	20	.	13		
F	33	N	62	V	83	3	30	space	*1		
G	41	O	63	W	91	4	40	;	*2		
H	42	P	71	X	92	5	50	,	*3		

## DIALLING PRIVILEGES

This feature allows the application of dialling privileges through Class of Service Assignments. These COS assignments can be allocated to all stations and external lines. Guest Rooms are set at default of COS22 at Check-in on Day and Night modes. COS22 allows for external line restrictions, as configured by the installer. This may be changed to any of the seven COS during guest Check-in.

Your manager will advise your organisation's policy on guest dialling privileges after consultation with your systems installer. If you are concerned about a guest's ability to pay, you can request a prepayment for calls. Please refer to page 20 of this manual.

## REGISTER / CHANGE STATION COS

1. Press [TRANS/PGM] button
  2. [TRANS/PGM] button flashes, [MON] LED lights steady
  3. Dial #11 for Check-in/Change Room Status
  4. Dial [Room Number]
  - or
  - Press {DSS} key(s) assigned room number(s)
  5. Press [SPEED] button
- LCD shows current status of Room Number eg., entering room No.100, LCD shows Room Status as follows:

100 (CLEAN) . . . . .  
 COS77 . . . . . I(X) G(. . .)

6. Dial [2] for Register/Change Room COS
  - Dial Room Day and Night COS (Range 1-7)
  - Note - 2 digits, one is for day and other is for night COS e.g., COS 15 = Class of Service 1 for day and 5 for night
  - Press [HOLD/SAVE] button
  - System returns to Check-in Menu

There are seven Station Class of Service assignments options that can be programmed for each station. The COS options are as follows :

STA COS 1	No Restrictions
STA COS 2	Please check with management or installation technician for programmed privileges
STA COS 3	Please check with management or installation technician for programmed privileges
STA COS 4	Please check with management or installation technician for programmed privileges
STA COS 5	The leading digit dialled cannot be a long distance code. The dialled digits can be longer than 8 digits.
STA COS 6	The leading digits cannot be a long distance code. Only eight digits maximum can be dialled. For example 92636600.
STA COS 7	Intercom only calls are allowed.
STA COS 8	Not available from front desk
STA COS 9	Not available from front desk

TO  
REGISTER/CHANGE  
GUEST STATION  
WAKE-UP TIME

This feature allows you to set a wake-up time upon guest request. Wake-up setting may be programmed once-off or permanently.

On wake-up signalling, user lifts handset and receives Music On Hold, Message or Internal Chimes (dependent on programming and options available on the system).

At wake-up time the telephone will ring for 30 Secs. ON and 90 Secs. OFF for a maximum of 3 times on the Guest Station unless the telephone is answered.

If not answered, the wake-up fail alarm is sent to the Attendant Station(Attendant). The LCD at System Attendant displays the designated station.

The wake-up fail alarm can be deleted by dialling the station number or pressing DSS button at System Attendant Station. This cancels the alarm and prints a report of wake-up fail. This report indicates that wake-up alarm has been activated and that the guest has not responded.

1. Press [TRANS/PGM] button
2. [TRANS/PGM] button flashes [MON] LED lights steady
3. Dial #11 for Check-in/Change Room Status
4. Dial [Room Number]

or

- Press the {DSS} key(s) assigned to room number(s)
5. Press [SPEED] button  
LCD shows current status of Room Number eg., after entering Room No. 100,  
LCD shows Room Status as follows:

<p>100 (CLEAN) . . . . . COS77 . . . . . I(X) G(. .) . . .</p>
--

6. Dial [3] to Register/Change Wake-up Time.
  - Enter Wake-up Time [HH:MM] (HH:MM = 24-hour format-ring e.g., 7:30 AM= 0730 hours, 10:00 PM = 2200 hours)
  - Press [SPEED] button for only one time wake-up call
  - or
  - Press [#] button for permanent wake-up call set.
  - Press [HOLD/SAVE] button
  - System returns to Check-in Menu

## SET INTERCOM CALL ENABLE / DISABLE

This feature enables a Guest Station to call other stations in the system. By default Guest Stations can only call the Attendant and Service Stations. After a guest Checks out, the rooms ICM call status is returned to default ready for the requirements of the next Guest.

1. Press [TRANS/PGM] button
2. [TRANS/PGM] button flashes [MON]  
LED lights steady
3. Dial #11 for Check-in/Change Room Status
4. Dial [Room Number]  
or  
Press the {DSS} key assigned to room number
5. Press [SPEED] button  
LCD shows current status of Room Number eg., after entering Room No. 100,

LCD shows Room Status as follows:

100 (CLEAN) . . . . . COS77 . . . . . I(X) G(.) . . .
--

6. Dial [4] for Enable/Disable ICM Call, then ICM call status is changed (toggle setting). LCD shows current status of station number  
| (X) = Station ICM disabled  
| (0) = Station ICM enabled
- Press [HOLD/SAVE] button
- System returns to Check-in Menu

REGISTER/CHANGE  
ROOM TO ROOM  
CALL GROUP

The default setting of Aria 300 Hospitality system is that all guests are barred from dialling other guest stations. Where required the Attendant can enable groups of guest stations to call each other.

This is done by putting rooms into groups; when room to room call restriction is turned on, guests can only call those extension rooms which are in the same group. Stations in the system can be arranged in up to 100 Room to Room Call Groups, each containing an unlimited number of stations. A Guest Station can belong to only one Room to Room Call Group. Guest stations can also call Attendant Station, Service Stations, and rooms in the same Room to Room Call Group, even if ICM Call feature is disabled.

After Check-Out, Room to Room Call Group is returned to default settings ready for the next guest

1. Press [TRANS/PGM] button
2. [TRANS/PGM] button flashes, [MON] LED lights steady
3. Dial #11 for check-in/change room status
4. Dial [Room Number]

or

Press {DSS} key assigned to room number

5. Press [SPEED] button

LCD shows current status of Room Number eg., after entering Room No. 7000,

LCD shows Room Status as follows:

<p>100 (CLEAN) . . . . . COS77 . . . . I(X) G(56) . . .</p>
---

6. Dial [5] to Register/Change Room to Room Call Group
  - Enter room to room call group number [00-99] eg., G(56)
  - Press [HOLD/SAVE] button
  - System returns to Check-in Menu

## REGISTER/CHANGE AUTHORISATION CODE

This feature provides a means for barred stations ( i.e. no external dialling privileges) to access external lines. The system allows for 128 Authorisation codes,(Aria-130) but they cannot be duplicated, i.e. one code only can be entered by any employee to access an external line. Verification codes are required for the following two call types;

### 1. To Access Denied External Line:

A user, must enter their Authorisation Code. If correct Authorisation Code is matched, external Dial Tone is presented.

### 2. To Access an External Line from a Service Station:

A user must enter Authorisation Code. This function is only applicable in cases where the service station has been set at COS 7 (i.e. external line access is denied.)

#### 1. Press [TRANS/PGM] button

2. [TRANS/PGM] button flashes, [MON] LED lights steady

3. Dial #11 for check-in/change room status

4. Dial [Room Number]

or

Press {DSS} key assigned to room number

5. Press [SPEED] button

LCD shows current status of Room Number eg., after entering Room No. 100,

LCD shows Room Status as follows:

100 (CLEAN) . . . . . COS77 . . . . . I(X) G(. .) . 'A'.
---

If Authorisation Code is registered, LCD displays "A"

6. Dial [6] for Register/Change Authorisation Code

- Enter [Guests Authorisation Code] (5 digit code)
- Press [HOLD/SAVE] button
- System returns to Check-in Menu

REGISTER/CHANGE  
PREPAID MONEY

This feature allows the guest station to make calls in accordance with their prepaid money. The prepaid money must be twice the single unit charging rate determined by the hotel and programmed by the technician (i.e., if 60¢ is charged for a local call from a guest room, the prepaid money must be a minimum of \$1.20) in order for the guest to make a call.

If the prepaid money goes into debit, equal to a single unit charging rate of the call during a conversation, a warning tone is given and the call will be disconnected. You will need to advise the guest of this if the prepayment feature is used. Prepaid money is included as part of the guest's room charge status report.

Total Room Charge = Total Charge - Prepaid Money

1. Press [TRANS/PGM] button
  2. [TRANS/PGM] button flashes, [MON] LED lights steady
  3. Dial #11 for Check-in/Change Room Status
  4. Dial [Room Number]
  - or
  - Press {DSS} key assigned to room number
  5. Press [SPEED] button
- LCD shows current status of Room Number eg., after entering room No. 100,

LCD shows Room Status as follows:

100 (CLEAN) . . . . . COS77 . . . . I(X) G(. .) .P . .
---

If Prepaid Money is registered, LCD displays "P" for Prepaid Money

6. Dial [7] to Register/Change Prepaid Money
- Enter [Prepaid Money] (e.g., service costs \$4.75, press 475)
  - Press [SPEED] button
  - LCD shows database ("P")
  - Press [HOLD/SAVE] button
  - System returns to Check-in Menu

Please note:

1. If a guest returns at a later time to further prepay calls the attendant must enter the total credit plus the extra credit being added into the system. Eg. if total credit from the initial prepaid money is \$73 and the guest would like to prepay an extra \$50, the total sum must be entered into the system of \$123.
2. This feature is not available with ISDN service

## ASSIGN CALL CHARGE RATE(S)

This feature allows the system attendant to assign a variable call charge rate to rooms at the time of Check-in. Up to six different rates are supported ranging from 000-999% of standard programmed call cost. These rates are assigned by the technician at the time of installation. For details of programmed rates for 1-6 please refer to management. (Eg. 60c may be charged for a local call, a hotel may increase the premium on weekends by charging 50% on top of the standard rate i.e. 90c).

1. Press {Check-In} button
2. Dial [Room Number]
- or  
Press {DSS} key assigned to room number
3. Press [SPEED] button
4. LCD shows current status of Room Number e.g., after entering Room No. 100,

LCD shows Room Status as follows:

100 (CLEAN) . . . . . COS77 . . . . I(X) G(. .) .1 . .
---

If a call charge rate is assigned, LCD displays rate number (eg.1)

5. Dial [8] to Register/Change call charge rate.
  - Enter [Call Charge Rate] as required (0-5)
  - or  
Press [SPEED] button to erase
  - LCD shows Call Charge Rate
  - Press [HOLD/SAVE] button
  - System returns to Check-in Menu

Note: This feature is not available with ISDN service

**CHANGE ROOM  
STATUS**

Change room status may be used after a guest is checked in and attendant needs to view or modify details against guest's room.

**CALL CHARGE  
RATE ASSIGN**

This feature allows the sytem attendant to assign a variable call charge rate to rooms at the time of Check in. Up to six different rates are supported from 000%-999% of standard programmed call cost. The standard programmed call cost is set by the technician.

**REGISTER AND  
CHANGE CALL  
CHARGE RATE**

- Press [TRANS/PGM] button
- Dial #61
- Confirmation tone - LCD displays the Call Charge Rate and Call Charge Rate type of the first option
- Enter Call Charge Rate required. [0]-[5]
- To program a Call Charge Rate Number currently not displayed
- Press Flexible button [1]
- Press Call Charge Rate (3 digits) eg., 050%
- To register a Call Charge type
- Press Flexible button [2]
- Enter Call Charge type eg, Holiday
- Press [HOLD/SAVE] button

**ASSIGN DEFAULT  
CALL RATE TO  
ROOM(S)**

- Press [TRANS/PGM] button
- Dial #62
- Enter room range [1-9999]
- Enter Call Charge Rate required. [0]-[5]
- Press [HOLD/SAVE] button

Note: This feature is not available with ISDN service

## CHECK OUT

This feature allows the system attendant to Check-out a guest. When Check-out is completed, the Room Status is changed to “DIRTY” as part of default settings. The following functions are automatically reset on the system for the next guest: message waiting, wake-up time, maid status, station COS, prepaid money etc. VMIB user messages are deleted.

The attendant can also designate the payment method which is printed out on the invoice (eg. CASH, VISA, AMEX etc.). Ten different payment options are available. For payment options available please speak to your management, as these must be programmed by a technician.

Checking-out a guest automatically prints out a detailed guest account, which can be given to the guest upon their departure.

CHECK OUT WITH  
PAYMENT METHOD

- Press [TRANS/PGM] button
- Dial #12
- Enter room number [1-9999]  
or  
Press {DSS} key assigned to room number
- Press [SPEED] + [BIN] (0-9) for designating payment method
- Press [HOLD/SAVE] button

CHECK OUT WITH OUT  
PAYMENT METHOD

- Press [TRANS/PGM] button
- Dial #12
- Enter room number [1-9999]  
or  
Press {DSS} key assigned to room number
- Press [HOLD/SAVE] button

During check out process, total charge for room is printed.  
 Printed format is as follows:

BARNIES PALACE						
TOTAL CHARGE IN ROOM 100 (Guest-Name : D. JONES )						
Check - In : 94/12/26 - 18						
Check - Out : 94/12/31 - 11 ( 5 days )						
Start-Time	CO	Duration	Dialled-No.	Count	Call-Cost	Remark
12/27-13 :10	01	00:00:32	00018234507951	0	0	Unanswered
12/27-13 :30	01	00:01:23	000182343507951	3	15.00	
12/28-21 :22	02	00:10:18	000182343507953	31	155.00	
Charge-Time	Charged-STA	Item	Bar-Cost			
12/28-21 :32	COFFEE-SHOP	COFFEE	2.00			
12/29-10 :10	FRONT-DESK	COKE (MINI-BAR)	3.00			
ITEM	CHARGE	Tax(Rate)	Sum			
(1)	ROOM CHARGE :300.00 (rate 02 : GOLD)	30 (10.00%)	330			
(2)	CALL CHARGE :170.00	17(10.00%)	187			
(3)	BAR CHARGE :		80.00			
(4)	PRE-PAID		-200			
Method of payment : VISA						
<b>TOTAL :</b>					<b>397.00</b>	<b>AUD</b>

### DIAL BY NAME

This feature automatically builds an internal directory of registered Service Stations and Guests Checked-in. Once the guest names have been added during Check-in function, names may be chosen from the list for dialling and transferring calls.\* The guest's name is automatically deleted once check-out is complete.

- Press [SPEED] button twice
- Dial [1] for internal Speed dial directory
- Press the [Up/Down] button until name is found.
- The LCD displays 2 names at one given time
- For Line 1 dial [1]
- or
- For Line 2 Dial [2]
- Press [HOLD/SAVE] button

\* Please note a display station is required for this function to operate

**ENABLE ONE TIME  
EXTERNAL CALL**

Guests can make an external call from a Service Station or another room and charge it back to their room; this feature must be activated from the attendant station (charged guest station must be a Checked-in room.)

If an external call has been attempted unsuccessfully the system automatically resets barring facilities to default. Therefore, it may be necessary to repeat the function until the call has been successfully completed.

- Press [TRANS/PGM] button
- Dial #43
- Dial [Service Station]
- or
- [Room Number] where call is to be made from
- Dial [Room Number] where the call is to be charged to
- Press [HOLD/SAVE] button
- Notify guest that one time External Call has been enabled

Print format called from station 112 and charged station 104:

No.	STA	CO	TIME START		DIALLED	COUNT	COST	Remark
0001	104	01	00:01:23	12/29/94	08:16 0001034507950	3	15	R 0112

**INTERCOM CALL  
ENABLE/ DISABLE**

This feature disables a Guest Station's ability to call another station in the system. Guest stations can call Attendant, Service and Room to Room Call Group stations even though ICM call function is disabled. After Check-out ICM call status is disabled ready for next guest.

- Press [TRANS/PGM] button
- Dial #31 to Enable
- or
- Dial #32 to Disable
- Enter Room Range [1-9999]
- Press [Hold/Save] button

Stations in the system can belong to one room to room call group allowing guests in the same group to call each other, while excluding calls to other guests not in the group.

- Press [TRANS/PGM] button
- Dial #41 to register
- or
- Dial #42 to clear
- Enter room call group number [01-99]
- Enter room range [1-9999]

**REGISTER HOTEL  
NAME**

This feature allows the system attendant to register or change the hotel name, which will be printed on guest invoices.

- Press [TRANS/PGM] button
- Dial #91
- Enter [Hotel Name] (up to 24 characters)
- Press [HOLD/SAVE] button

see character set on page 10 for hotel name programming

## ROOM CHARGE DISPLAY

System Attendant can view the total charge of a single room on the LCD display or send it to printer at any time for hotel requirements or on guest's request.

- Press [TRANS/PGM] button
- Dial #21
- Enter room number [1-9999]
- or
- Press {DSS} key assigned to room number
- Detailed Room Charge is displayed
- Press [#] to print detailed room charge via printer
- Press [HOLD/SAVE] button

## TO DELETE CALL RECORDS

System Attendant should periodically delete the call records for the Front Desk, service stations and administration phones with the following procedure.

- Press [TRANS/PGM] button
- Dial #21
- Enter front desk number [1-9999]
- Detailed room charge is displayed
- Press [\*] to delete
- Press [HOLD/SAVE] button

## PART-TIME ACCOMODATION

In cases where the duration of stay at the hotel is less than 24 hours, a part-time fee may be charged according to hotel policy. Each room type may have up to 6 fields for different part-time ranges e.g. a guest may stay in a hotel for 00-03 hours or 06-09 hours and be charged the same or different rate. There are 32 part-time ranges available on the Aria Hospitality system. Each room may be assigned 6 of 32 part-time ranges. Costs are automatically calculated by the system at Check-out.

- Press [TRANS/PGM] button
- Dial #63
- Hear Confirmation tone
- LCD displays the time range of first bin.
- To program a new bin that is not currently assigned
- Enter the bin number to be programmed [00]-[31]
- To register time range
- Press Flexible button [1]
- Dial 4 digits eg. 04-12 hours is 0412
- To assign charge rate
- Press Flexible button [2]
- Enter range of the rate from 000% to 100% eg., for 50% enter 050
- Press [HOLD/SAVE] button

## ASSIGN ROOM RATE TO ROOMS

LCD displays the time range of staying at hotel and fee for that range

Rate (00)
01-03 : 050%

e.g. Room type table

ROOM TYPE TABLE			PART TIME TABLE		
Room type	Charge		Bin	Part time range	
Part time bins			Rate		
:	:		00	:	:
	:	:	01	00 -03 hours	50%
SINGLE	\$100	01,03	02		
:	:	:	03	04-12 hours	80%
			04	13-15 hours	90%
			:	:	:

If room 100 is type SINGLE and room is used for 3 hours then \$50 charge will apply. For 13 hours occupation, \$100 will be charged because room type SINGLE has no part time bin No 04 allocated.

This feature allows up to 5 different tax rates to be charge against bar items. These are programmed by your installer. Tax rates for call charge and room charge is set always at the first tax rate. For further information please do not hesitate to contact your support specialist.

## ROOM STATUS REPORT

This feature allows a Room Status report to be printed, providing an up to date report summarising the status for every room. If room is vacant the Room Attendant status is printed.

- Press [TRANS/PGM] button
- Dial #22
- Enter room range [1-9999]
  
- Press [HOLD/SAVE] button
- Room Status Report is printed via printer

Note: Charge is the total balance due by the customer to the hotel or balance of (prepaid money - total costs).

S	ROOM	CHECK-IN	GUEST NAME	COS	ICM	GRP	WAKE	AUTH	
	PRE-PAID	C-RT	CHARGE						
C	0100	12/29-23	J. Smith	1	Yes	..	..	200	. 12345
C	0102	12/25-18	J. Citizen	1	No	..	07:00 No	1 500	
C	0103	12/29-15	J. Anderson	1	No	..	08:00 Yes	2 600	
D	0104	Vacant							
C	0105	Vacant							

## MAID STATUS

- S means maid status, C clean and D dirty
- C-RT means call charge rate

## WAKE-UP CALLS

This feature is used as a Wake-up or timed reminder call to one or a group of stations when a meeting or other engagement has been scheduled. The telephone will ring 30 seconds ON and 90 seconds OFF for a maximum of 3 times in the Guest Station. If not answered the wake-up fail alarm ring is sent to Attendant Station.

- Press [TRANS/PGM] button
- Dial 042
- Hear Confirmation tone
- Enter Room Range [1-9999]
- Enter wake-up time 24 hour [HH:MM]\*

## Permanent

- Enter [#] for permanent wake-up time
- Press [HOLD/SAVE] button
- Hear Confirmation tone

\* These instructions enable the setting of a once off wake-up time. You can set a permanent wake-up call (i.e. to ring at the same time daily, simply by entering a [#] after entering the wake-up times. LCD shows current Room number status as "C" for continuous or "S" for single wake-up call.

- Press [TRANS/PGM] button
  - Dial 043
  - Hear Confirmation tone
  - Enter room range [1-9999]
  
  - Press [HOLD/SAVE] button
  - Hear Confirmation tone
- 
-

## WAKE-UP CALLS

This feature is used as a Wake-up or timed reminder call to one or a group of stations when a meeting or other engagement has been scheduled. The telephone will ring 30 seconds ON and 90 seconds OFF for a maximum of 3 times in the Guest Station. If not answered the wake-up fail alarm ring is sent to Attendant Station.

To set Wake-up  
Call Once Off

- Press [TRANS/PGM] button
- Dial 042
- Hear Confirmation tone
- Enter Room Range [1-9999]  
or  
Press {DSS} key(s) assigned to room number(s)
- Enter wake-up time 24 hour [HH:MM]\*
- Enter [#] for permanent wake-up time
- Press [HOLD/SAVE] button
- Hear Confirmation tone

\* These instructions enable the setting of a once off wake-up time. You can set a permanent wake-up call (i.e. to ring at the same time daily, simply by entering a [#] after entering the wake-up times. LCD shows current Room number status as "C" for continuous or "S" for single wake-up call.

To Cancel  
Wake-Up Call

- Press [TRANS/PGM] button
- Dial 043
- Hear Confirmation tone
- Enter room range [1-9999]  
or  
Press {DSS} key(s) assigned to room number(s)
- Press [HOLD/SAVE] button
- Hear Confirmation tone

### RESETTING ROOM STATUS CLEAN/DIRTY

Service stations are keystations that are generally used by hotel staff and reside in areas such as Bar, Restaurant, Concierge, Laundry etc. Special Guest features accessible from the service station include direct entry of hotel services, product charge to Guests account and Guest call services

### TO REGISTER A COST (BAR CHARGE) AT A SERVICE STATION

- Press [TRANS/PGM]
- Dial [79]
- Dial Room Number to be charged
- Dial Product Code [00 - 99]
- Dial the [Product Cost]
- Press [SPEED] (eg. service costs \$4.75, press 475, then Speed button)
- Press [HOLD/SAVE]
- Confirmation tone is heard
- A real time printout will occur from the SMDR  
eg.//0100 12/30-22:12 MAIN-BAR BEER 12.80

### TO REGISTER A COST (MINI-BAR CHARGE) FROM THE ATTENDANT (FRONT DESK)

- Press [TRANS/PGM]
- Dial [#64]
- Dial Room Number to be charged
- Dial Product Code [00 - 99]
- Dial the [MINI-BAR COST]
- Press [SPEED] (eg. Mini-Bar costs \$18.90, press 1890, then Speed button)
- Press [HOLD/SAVE]
- Confirmation tone is heard
- A real time printout will occur from the SMDR  
eg.//0100 12/30-22:12 MAIN-BAR BEER 12.80

### TO ENABLE A ONE TIME GUEST EXTERNAL CALL FROM SERVICE STATION

Contact Reception

- Dial [9]
- Provide attendant with the necessary details to effect the guests call

Note:

- Guests can make an external call from a Service Station and charge it back to their room; this feature must be activated from the attendant station

- Confirmation tone is heard

Note: This assumes that an industry Standard Telephone is used for Guest rooms,

if a keystation is used in the guest room \*1 is replaced by [TRANS/PGM].

## TO SET TIME AND DATE

- Press [TRANS/PGM] button
- Dial 041
- Dial [MM] [DD] [YY]
- Press [HOLD/SAVE] button
- Dial [HH] [MM]
- Press [HOLD/SAVE]

## TO SET TIME ONLY

- Press [TRANS/PGM] button
- Dial 041
- Dial [\*]
- Press [HOLD/SAVE] button
- Dial [HH] [MM]
- Press [HOLD/SAVE] button

## TO SET DATE ONLY

- Press [TRANS/PGM] button
- Dial 041
- Dial [MM] [DD] [YY]
- Press [HOLD/SAVE] button
- Dial [\*]
- Press [HOLD/SAVE] button

