

iPECS

iPECS-CM

Hotel Feature Manual

Please read this manual carefully before operating System.
Retain it for future reference.

iPECS is an Ericsson-LG Brand



Revision History

ISSUE	DATE	DESCRIPTION OF CHANGES
1.0	1-Apr-11	Initial Release
2.0	30-Jul-11	Related WMS Menu update
2.1	23-Nov-11	General Update
2.2	02-Dec-11	New Edition including Version 3.0
2.3	23-Dec-11	Update for changed WMS menu
2.4	27-OCT-12	New Edition including Version 4.0 (iPECS Attendant feature update)
2.5	26-MAY-13	New Edition including Version 5.0 (Suite Room)
2.6	26-Dec-13	Changed Ericsson-LG to Ericsson-LG Enterprise

Copyright© 2010 Ericsson-LG Enterprise Co., Ltd. All Rights Reserved

This material is copyrighted by Ericsson-LG Enterprise Co., Ltd. (Ericsson-LG Enterprise). Any unauthorized reproductions, use or disclosure of this material, or any part thereof, is strictly prohibited and is a violation of Copyright Laws. Ericsson-LG Enterprise reserves the right to make changes in specifications at any time without notice. The information furnished by Ericsson-LG Enterprise in this material is believed to be accurate and reliable, but is not warranted to be true in all cases. If you are not the intended recipient, you should destroy or retrieve this material to Ericsson-LG Enterprise.

iPECS is trademark of Ericsson-LG Enterprise Co., Ltd.

All other brand and product names are trademarks or registered trademarks of their respective companies.

Table of Contents

1	HOTEL FEATURE.....	1
1.1	PROGRAM MENUS.....	2
1.2	CHECK IN.....	2
1.3	CHECK OUT.....	5
1.4	WAKE-UP REGISTRATION/CANCELLATION.....	6
1.5	DO NOT DISTURB REGISTRATION/CANCELLATION.....	9
1.6	MESSAGE WAIT REGISTRATION/CANCELLATION.....	10
1.7	OFF-HOOK ALARM.....	12
1.8	ROOM CUT.....	13
1.9	ICM CALL BARRING.....	14
1.10	ROOM SWAPPING.....	15
1.11	MAID STATUS.....	16
1.12	MINIBAR REGISTRATION.....	17
1.13	GUEST NAME/INFO DISPLAY.....	18
1.14	ONE DIGIT SERVICE.....	19
1.15	ROOM MONITOR/BABY LISTENING.....	20
1.16	VIP GUEST CALL.....	21
1.17	VIP GUEST WAKE-UP CALL.....	22
1.18	SUITE ROOM FEATURES.....	22
2	FIDELIO HOTEL FEATURE.....	24

1 HOTEL FEATURE

iPECS-CM provides useful features for hotel operation and management (Check-in/out, Room Maid Status, Minibar, etc.) as well as convenient features for hotel guest (Wake-up, DND, Message Wait, Off-hook Alarm, etc.). Hotel PMS (Property Management System) integrations are supported through Ericsson-LG Enterprise Open MSI (Manufacture Specific Interface) as well as direct Fidelio Opera Interface.

Calls between Office extension and each of hotel extension (Guest Station, Front Desk station, Service station and Hotel Attendant) can be controlled and it is denied as default.

Available hotel features:

- Check In
- Check Out
- Wake-up Registration/Cancellation
- Do Not Disturb Registration/Cancellation
- Message Wait Registration/Cancellation
- Off-Hook Alarm
- Room Cut
- ICM Call Barring
- Maid Status
- Minibar Registration
- Guest Name/Info Display
- Room Swapping
- One Digit Service
- Room Monitor / Baby Listening
- VIP Guest Call
- VIP Guest Wake-up Call

1.1 Program Menus

The following features are supported in Program Menu of Front Desk station. To access the menu, press [PGM] button and dial 0.

Table 1.1 Hotel Program Menu List

PROGRAM MENU	MENU	SUB MENU	REMARKS
[0] Hotel Feature	[1] Hotel Room Check In	[1] Check-In: VIP Room Setting	
		[2] Check-In: LCD Language	
		[3] Check-In: Voice Prompt	
		[4] Check-In: Toll Restrict Class	
		[5] Check-In: Digit Trans Class	
		[6] Check-In: Guest Name Setting	
		[7] Check-In: Room Group Setting	
		[8] Check-In: Check-Out Schedule	
		[9] Check-In: Confirm	
	[2] Hotel Room Check Out		
	[3] Hotel Room Wake Up Setting	[1] Hotel Room Wake Up Register	
		[2] Hotel Room Wake Up Cancel	
	[4] Hotel Room DND Setting		
	[5] Hotel Room Message Wait		
	[6] Hotel Room Off-Hook Alarm		
	[7] Hotel Room Cut-Off		
	[8] Hotel Room ICM Call		
[9] Hotel Room-Swap Setting			
[0] Hotel Room Maid Status			

1.2 Check In

Description

It allocates a room to a guest and creates basic guest information. This feature can be performed in Hotel PMS (Property Management System), Front Desk station and Attendant.

Operation

iPECS Attendant

To check-in (Singular Number) :

- 1) Click [CHK I/O] button in Bottom Menu Bar.
 - 2) Click the "Single"
 - 3) Input the room number and click the "Enter" key.
 - 4) Input the information of "Check In" & "Station" and "Wake Up"
- [Check In/Out Info]
- VIP Option
 - Guest Name
 - Room State

- PMS Group
 - Check-in time (display only)
 - Check-out time
 - LCD Language
 - Prompt Language select
 - Prepaid Money
 - Message (display only)
 - [Station Information]
 - Call between Rooms
 - Trunk Outgoing Call
 - Off-Hook Alarm (display only)
 - DND (display only)
 - Digit Restriction Class
 - Digit Conversion Class
 - Call Forward / Forward No. (display only)
 - [Wake up Info]
 - Wake up Type / Wakeup Time
- 5) Click [ChkIn] button in the window box.

To check-in (Multiply Number) :

- 1) Click [**CHK I/O**] button in Bottom Menu Bar.
- 2) Click the “Multiply”
- 3) Input the room number and click the “Enter” key.
- 4) Input the information of “Check In” & “Station” and “Wake Up”

- [Check In/Out Info]
- VIP Option
- Guest Name
- Room State
- PMS Group
- Check-in time (display only)
- Check-out time
- LCD Language
- Prompt Language select
- Prepaid Money
- Message (display only)
- [Station Information]
- Call between Rooms
- Trunk Outgoing Call
- Off-Hook Alarm (display only)
- DND (display only)
- Digit Restriction Class
- Digit Conversion Class
- Call Forward / Forward No. (display only)
- [Wake up Info]
- Wake up Type / Wakeup Time

- 5) In the “Group Information” window, set the range of multiply (plural number) and click the [+] button.
- 6) Click the “Save” button
- 7) Unusable numbers are displayed as red color and in order to delete them, click the right button of the mouse and select the “Vacant Delete”
- 8) Click [ChkIn] button in the window box.

Front Desk station

To check-in:

- 1) Press [**PGM**] button.
- 2) Dial 01.
- 3) Enter a room number or room number range with * between room numbers.
- 4) For additional information setting, use the following menu number.
 - 1: VIP Setting : Set VIP guest
 - 2: LCD Language :Set guest language for LCD display
 - 3: Voice Prompt :Set guest language for announcement
 - 4: Toll Class :Set outgoing Digit Restriction Class
 - 5: Trans Class :Set outgoing Digit Conversion Class
 - 6: Guest Name :Set guest name
 - 7: PMS Group :Set Room Group
 - 8: Out Schedule :Set check-out time
 - 9: Confirm : Set Confirm
- 5) Set the relevant data for each menu and press [**SAVE**] button.
- 6) Repeat Step 5) and Step 6) for more information setting.
- 7) Dial 9 for finish Check-In
Verify and confirm the setting (0 : Confirm, 1 : Cancel) and press [**SAVE**] button.
- 8) When check-in is succeeded, Service Set Confirmation Tone will be given and the result will be displayed on LCD.

Conditions

- Up on Check-In, all previous feature registrations for WAKE-UP, Call Forward, DND, Absence and Message Wait will be canceled automatically.

Related WMS Menu

Data Management > Hotel Information

- 1) Hotel General Configuration> Check-In Digit Restriction Class
- 2) Hotel General Configuration> Check-In Digit Conversion Class
- 3) Hotel Extension Attribute> Hotel Service Type
- 4) Hotel Extension Attribute> Room Check- in State
- 5) Hotel Extension Attribute> Call between Rooms
- 6) Hotel Extension Attribute> VIP Option
- 7) Hotel Extension Attribute> Room State
- 8) Hotel Extension Attribute> Trunk Outgoing Call
- 9) Hotel Extension Attribute> Room Group Number
- 10) Hotel Extension Attribute> Check out Time
- 11) Hotel Extension Attribute> Off Hook Alarm Time

- 12) Hotel Extension Attribute> Off Hook Alarm Digit
- 13) Hotel Extension Attribute> LCD Language
- 14) Hotel Extension Attribute> Prompt Language Select
- 15) Hotel Extension Attribute> Digit Restriction Class
- 16) Hotel Extension Attribute> Digit Conversion Class
- 17) Hotel Extension Attribute> Name
- 18) Hotel Extension Attribute> Wake- UP Time
- 19) Hotel Extension Attribute> DND

Related Features

Hardware

1.3 Check Out

Description

It makes a room free and initiates all room information related with the guest such as Guest Name, Language Setting, Outgoing Digit Restriction Class and so on. This feature can be performed in PMS (Property Management System), Attendant and Front Desk.

Operation

iPECS Attendant

To check-out:

- 1) Click the **[CHK I/O]** button.
- 2) Enter a room number and click the "Enter" key.
- 3) Click **[ChkOut]** button in the box.

Front Desk station

To check-out:

- 1) Press **[PGM]** button and dial 02.
- 2) Enter a room number or room number range with * between room numbers.
- 3) Press **[SAVE]** button.
- 4) Confirm the check-out (0 : Confirm, 1 : Cancel).
- 5) Press **[SAVE]** button.
- 6) Service Set Confirmation Tone will be given and the result will be displayed on LCD.

Conditions

- Up on Check-Out, all previous feature registration for WAKE-UP, Call Forward, DND, Absence and Message Wait will be canceled automatically.
- Up on Check-Out, Outgoing Digit Restriction Class and Outgoing Digit Conversion Class will be back to the default value (Class 1, Class 64 each).
- If a room is checked out, calling to other room is not allowed

Related WMS Menu

Data Management > Hotel Information

- 1) Hotel General Configuration> “Check-Out Digit Restriction Class”
- 2) Hotel General Configuration> “Check-Out Digit Conversion Class”
- 3) Hotel Extension Attribute> “Room Check-in State”

Related Features

Hardware

1.4 WAKE-UP Registration/Cancellation

Description

Registers or cancels Wake-up notice for hotel guests individually or entirely from PMS, iPECS Attendant, Front Desk and Guest Station.

Operation

iPECS Attendant

To register Wake-up (Single user:)

- 1) Click [**WAKE-UP**] button.
- 2) Check the “Single (Singular Number)”
- 3) Enter a room number & Click the “Enter” key.
- 4) Select index (1~5).
- 5) Select the type of Wake-up (Once, Everyday, Mon~Fri, Mon~Sat, Date).
- 6) Enter the hour of the Wake-up time (hour: HH).
- 7) Enter the minute of the Wake-up time (minute: MM).
- 8) In case the Wake-up type is “Date”, Enter 6 digits (YY/MM/DD) for year, month and day.
- 9) Click [add] button in the box.

To register Wake-up (Multiple user:)

- 1) Click [**WAKE-UP**] button.
- 2) Check the “Multiply ”
- 3) Enter a room number & Check “Enter” key.
- 4) Select index (1~5).
- 5) Select the type of Wake-up (Once, Everyday, Mon~Fri, Mon~Sat, Date).
- 6) Enter the hour of the Wake-up time (hour: HH).
- 7) Enter the minute of the Wake-up time (minute: MM).
- 8) In case the Wake-up type is “Date”, Enter 6 digits (YY/MM/DD) for year, month and day.
- 9) Click [add] button in the box.
- 10) Set the station range of multiply (plural number) and click the [+] button.
- 11) Click the “Save” button.
- 12) Unusable numbers are displayed as red color and in order to delete them, click the right button of the mouse and select the “Vacant Delete”

To check Wake-up setting:

- 1) Click [**WAKE-UP**] button.
- 2) Enter a room number

To cancel Wake-up:

- 1) Click [**WAKE-UP**] button.
- 2) Enter a room number.
- 3) Select the Wake-up index (1~5).
- 4) Click [**Delete**] button in the box.

Front Desk station

To register Wake-up for a room:

- 1) Enter {Wake-up Register} feature code or press [**PGM**] button and Dial 03.
- 2) Enter a room number or room number range with * between room numbers.
- 3) Press [**SAVE**] button.
- 4) Dial 1 (register wake up).
- 5) Enter the index number of Wake-up. (1~5)
- 6) Enter the type of Wake-up. (1:Once, 2:Daily, 3:Monday~Friday, 4:Monday~Saturday, 5:Date)
- 7) Enter the hour and minute(HH:MM) (4 digits as 24 Hour Format)
- 8) In case the Wake-up type is "Date", dial 6 digits ((YY/MM/DD) for year, month and day.
- 9) Service Set Confirmation Tone will be given and the result will be displayed on LCD.

To cancel wake up for a room

- 1) Enter {Wake-up Cancel} feature code or press [**PGM**] button and Dial 03.
- 2) Enter a room number or room number range with * between room numbers
- 3) Press [**SAVE**] button.
- 4) Dial 2 (cancel wake up).
- 5) Enter the index number of Wake-up. (1~5)
- 6) Verify current wake up time.
- 7) Press [**SAVE**] button
- 8) Service Set Confirmation Tone will be given and the result will be displayed on LCD.

Guest Station (Multi-Function Phone)

To register Wake-up time:

- 1) Enter {Wake-up Register} feature code or press [**PGM**] + '1' + '3.'
All registration status of Wake-up Call can be checked with Volume Up/Down button and the desired index of Wake-up can be selected by pressing OK soft button or [**SAVE**] button.
- 2) Enter the index number of Wake-up. (1~5)
- 3) Enter the type of Wake-up. (1:Once, 2:Daily, 3:Monday~Friday, 4:Monday~Saturday, 5:Date)
- 4) Enter the hour and minute(HH:MM) (4 digits as 24 Hour Format)
- 5) In case the Wake-up type is "Date", dial 6 digits ((YY/MM/DD) for year, month and day.
- 6) Press [**SAVE**] button.

To cancel Wake-up time:

- 1) Enter {Wake-up Cancel} feature code or press [PGM] + '1' + '4.'
- 2) Enter the index number of Wake-up. (1~5)
- 3) Press [SAVE] button.

Guest Station (Single Line Telephone)

To register a Wake-up:

- 1) Lift the handset.
- 2) Enter {Wake-up Register} feature code; a Service Set Confirmation Tone will be heard.
- 3) Enter the index number of Wake-up. (1~5)
- 4) Enter the type of Wake-up. (1:Once, 2:Daily, 3:Monday~Friday, 4:Monday~Saturday, 5:Date)
- 5) Enter the hour and minute (HH:MM) (4 digits as 24 Hour Format)
- 6) In case the Wake-up type is "Date", Enter 6 digits ((YY/MM/DD) for year, month and day.
- 7) Dial '*'; Service Set Confirmation Tone will be heard.

To cancel the Wake-up:

- 1) Lift the handset.
- 2) Enter {Wake-up Cancel} feature code; a Service Set Confirmation Tone will be heard.
- 3) Enter the index number of Wake-up. (1~5)
- 4) Dial '*'; Service Set Confirmation Tone will be heard.

Conditions

- Unless a room is checked in, it is impossible to register/cancel Wake-up time.
- Unless Wake-up time is registered, it is impossible to cancel Wake-up time.
- Wake-up is registered/cancelled from IPECS Attendant, Front Desk, Guest Station or PMS, and Wake-up Service result is notified to PMS.
- When Wake-up is registered for VIP rooms, it is forwarded to IPECS Attendant so that the IPECS Attendant can provide a service.
- If Wake-up call is failed, it is notified to IPECS Attendant.

Related WMS Menu

Data Management > Hotel Information > Hotel Extension Attribute> "Wake-up Time"

Data Management >Numbering Plan Information > Feature Code> "Wake-up Register", "Wake-up Cancel"

Related Features

Hardware

1.5 Do Not Disturb Registration/Cancellation

Description

Registers/cancels DND service to a specific room from the IPECS Attendant, Front Desk, Guest Station or PMS.

Operation

IPECS Attendant

To register DND:

- 1) Click [**DND**] button.
- 2) Enter an extension number to register DND.
- 3) Click [**ENT**] button.

To cancel DND:

- 1) Click [**DND**] button.
- 2) Enter an extension number to cancel DND.
- 3) Click [**FORC RLS**] button.

Front Desk station

To register/cancel DND:

- 1) Press [**PGM**] button and enter 04.
- 2) Enter a room number or room number range with * between room numbers
- 3) Press [**SAVE**] button.
- 4) Dial 0 for Register and 1 for Cancel
- 5) Press [**SAVE**] button
- 6) Service Set Confirmation Tone will be given and the result will be displayed on LCD

Guest Station (Multi-Function Phone)

To register DND for P-DN (Prime Directory Number):

- 1) Press [**DND**] button; [**DND**] LED turns on.

To cancel DND for P-DN (Prime Directory Number):

- 1) Press [**DND**] button; [**DND**] LED turns off.

To register DND for S-DN (Sub Directory Number):

- 1) Press the S-DN button.
- 2) Enter {DND Register/Cancel} feature code or press the DND soft button; the S-DN button LED blinks in case the relevant option is enabled.

To cancel DND from sub directory number(S-DN):

- 1) Press the DN button to register.
- 2) Enter {DND Register/Cancel} Feature Code; the S-DN button LED turns off in case the relevant option is enabled.

Guest Station (Single Line Telephone)

To register DND:

- 1) Enter {DND Register/Cancel} feature code; Service Set Confirmation Tone is heard.

To cancel DND:

- 1) Enter {DND Register/Cancel} feature code; Service Set Confirmation Tone is heard.

Conditions

- Single or Multiple DND registration is supported by Hotel PMS.

Related WMS Menu

Data Management > Hotel Information > Hotel Extension Attribute> “DND”

Data Management > Numbering Plan Information > Feature Code> “DND Register/Cancel”

Data Management > Extension Information > Terminal Information > Phone Flexible Button > “DN Number”

Data Management > Tenant Information > Tenant Basic Information > Phone LED Control> “[DN Button]: DND”

Related Features

Hardware

1.6 Message Wait Registration/Cancellation

Description

It registers or cancels Message Wait from Front Desk station, Guest Station, IPECS Attendant and PMS.

Operation

IPECS Attendant

To register a message:

- 1) Click [**MSG WAIT**] button.
- 2) Enter a message receiver’s room number.
- 3) Enter a message sender’s room number
- 4) Click [**ENT**] button.

To cancel a message:

- 1) Click [**MSG**] button.
- 2) Enter a message receiver’s room number
- 3) Enter a message sender’s room number
- 4) Click [**FORC RLS**] button.

Front Desk station

To register/cancel a message:

- 1) Press [**PGM**] button.
- 2) Dial 05.
- 3) Enter a message sender’s a room number and dial “*”.
- 4) Enter a message receiver’s a room number or a room number range with “**” between room numbers.
- 5) Press [**SAVE**] button.
- 6) Dial 0 for Register and 1 for Cancel

- 7) Press [SAVE] button;
- 8) Service Set Confirmation Tone will be given and the result will be displayed on LCD.

Guest Station (Multi-Function Phone)

To register message wait:

- 1) In one of the following condition;
 - . A Guest station calls the other station and is listening RBT.
 - . A Guest station calls the other station on busy and is listening Busy Tone.
 - . A Guest station calls the other station on DND and is listening CGT.
- 2) Press [CALL BK] button
Depend on relevant option, the calling station can register Message Wait or leave a Voice Message
- 3) Hang up the handset, or return to idle.
- 4) The receiver's [CALL BK] button LED will blink.

To make a call back or check voice/text message:

- 1) Press the blinking [MSG/CALLBK] button; the following screen is displayed.

MWI(00) VMS(00) SMS(00)

- 2) Select message type
 - . 1=MWI – Station list
 - . 2=VMS – VM message
 - . 3=SMS – Text message
- 3) Check station list and make a call back in case MWI, otherwise check voice or text message.
- 4) Press [HOLD] button to select an appropriate item.

Guest Station (Single Line Telephone)

To leave message wait when there is no answer:

- 1) In one of the following condition;
 - . A Guest station calls the other station and is listening RBT.
 - . A Guest station calls the other station on busy and is listening Busy Tone.
 - . A Guest station calls the other station on DND and is listening CGT.
- 2) Make hook flash
- 3) Enter {Message wait register} feature code
Depend on relevant option, the calling station can register Message Wait or leave a Voice Message
Service Set Confirmation Tone is heard in case Message Wait Registration.
- 4) Hang up the handset or return to idle.

To make a call back:

- 1) When you hang off the phone, a Message Wait Indication Tone is heard before Dial Tone.
- 2) Enter {Message Wait Answer} feature code.

Conditions

- Single or Multiple Message Wait registration is supported by Hotel PMS.

Related WMS Menu

Data Management > Tenant Information > Tenant Basic Information > Tenant Attribute > “Extension Message Wait Use”, “Extension Voice Message Wait Use”

Data Management > Numbering Plan Information > Feature Code> “Message Wait Register”, “Message Wait Answer”

Related Features

- SMS

Hardware

1.7 Off-hook Alarm

Description

If a guest station keeps off-hook state without dialing for certain time, call will be placed to the predefined destination automatically.

Operation

IPECS Attendant

To register off-hook alarm for room:

- 1) Click [**ADMIN**] button and dial #.
- 2) Enter a room number.
- 3) Enter Off Hook Alarm Digit (Destination) and Off Hook Alarm Time
- 4) Click [**ENT**] button

To cancel off-hook alarm for room:

- 1) Click [**ADMIN**] button and dial #.
- 2) Enter a room number.
- 3) Click [**FORC RLS**] button.

Front Desk station

To register off-hook alarm for room:

- 1) Press [**PGM**] button.
- 2) Dial 06.
- 3) Enter a room number or room number range with * between room numbers.
- 4) Press [**SAVE**] button.
- 5) Set Off Hook Alarm Time (0 ~ 30).
- 6) Press [**SAVE**] button.
 - If input value is 0, alarm is cleared and a result can be checked.
 - Enter Off Hook Alarm Digit (Destination).
- 7) Press [**SAVE**] button; Service Set Confirmation Tone is heard and the result is displayed on LCD.

Conditions

- In case Off Hook Alarm registration in iPECS Attendant, only extension number can be set as the destination (Off Hook Alarm Digit).
- SIP and WIFI do not support off-hook alarm.

Related WMS Menu

Data Management > Hotel Information > Hotel Extension Attribute > “Off Hook Alarm Time”, “Off Hook Alarm Digit”

Related Features

Hardware

1.8 Room Cut

Description

Trunk call from Guest Station can be limited from Front Desk station, IPECS Attendant and Hotel PMS.

Operation

IPECS Attendant

To register Room Cut:

- 1) Click [**Room Cut**] button.
- 2) Enter a room number.
- 3) Click [**ENT**] button.

To cancel Room Cut:

- 1) Click [**Room Cut**] button.
- 2) Enter a room number.
- 3) Click [**FORC RLS**] button.

Front Desk station

To register/cancel room cut:

- 1) Press [**PGM**] button
- 2) Dial 07.
- 3) Enter a room number or room number range with * between room numbers
- 4) Press [**SAVE**] button.
- 5) Dial 0 for Allowed and 1 for Deny.
- 6) Press [**SAVE**] button, Service Set Confirmation Tone will be given and the result will be displayed on LCD.

Conditions

- Single or Multiple Room Cut registration is supported by Hotel PMS.

Related WMS Menu

Data Management > Hotel Information > Hotel Extension Attribute> “Trunk Outgoing Call”

Related Features

Hardware

1.9 ICM Call Barring

Description

ICM call barring for Guest Station can be set by Front Desk and iPECS Attendants.

ICM call barring among different station type can be configured through WMS.

The following table shows the ICM call barring policy.

EXTENSION TYPE	GUEST STATION				SERVICE STATION	FRONT DESK	HOTEL IPECS ATTENDANT	OFFICE EXTENSION
	ICM CALL NOT ALLOWED		ICM CALL ALLOWED					
	Same Room Group	Different Room Group	Same Room Group	Different Room Group				
Guest Station	O	X	O	O	O	O	O	Option
Service station	O				O	O	O	Option
Front Desk	O				O	O	O	Option
Hotel IPECS Attendant	O				O	O	O	Option
Office Station	Option				Option	Option	Option	O

- O=Call is permitted / X=Call is not permitted

Operation

IPECS Attendant

To set ICM Call Barring for Guest Station:

- 1) Click [**FUNC**] button.
- 2) Enter a room number to enable/disable ICM.
- 3) Click [**ENT**] to enable ICM.
- 4) Click [**FORC RLS**] to disable ICM.

Front Desk station

To set ICM Call Barring for Guest Station(s):

- 1) Press [**PGM**] button
- 2) Dial 08.

- 3) Enter a room number or room number range with * between room numbers
- 4) Press **[SAVE]** button.
- 5) Set whether to use ICM (0=Allowed, 1=Not Allowed).
- 6) Press **[SAVE]** button; Service Set Confirmation Tone will be given and the result will be displayed on LCD.

Conditions

- Room Group for Guest Station is not assigned during check-in, the default Room Group (0) is assigned, which means that ICM call among Guest Stations belong to Room Group 0 is not allowed.
- “Call between Rooms” option is changed during check-in or check-out according to Hotel General Configuration> “Enable Call between Rooms” option.

Related WMS Menu

Data Management > Hotel Information

- 1) Hotel Extension Attribute> “Call between Rooms”
- 2) Hotel General Configuration> “Call from Office to Guest Station”
- 3) Hotel General Configuration> “Call from Office to Hotel Service Station”
- 4) Hotel General Configuration> “Call from Office to Front Desk”
- 5) Hotel General Configuration> “Call from Office to Hotel Attendant”
- 6) Hotel General Configuration> “Call from Guest Station to Office”
- 7) Hotel General Configuration> “Call from Front Desk to Office”
- 8) Hotel General Configuration> “Call from Service Station to Office”
- 9) Hotel General Configuration> “Call from Hotel Attendant to Office”
- 10) Hotel General Configuration> “Call from Guest Station to Hotel Attendant”
- 11) Hotel General Configuration> “Enable Call between Rooms”

Related Features

Hardware

1.10 Room Swapping

Description

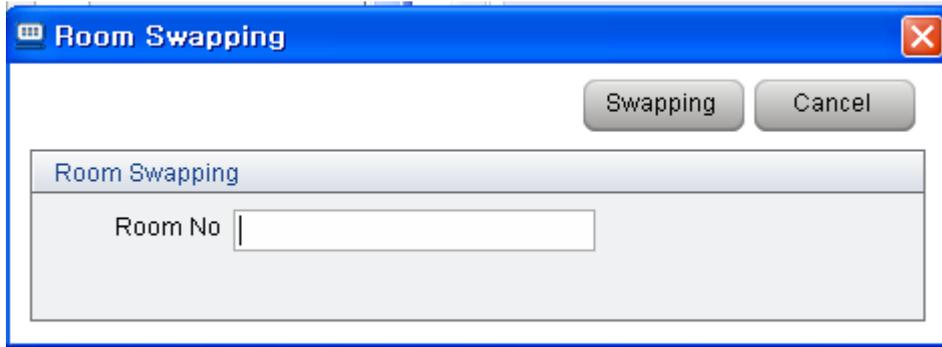
All room information related with a guest can be moved to another room easily.

Operation

IPECS Attendant

To swap rooms:

- 1) Go to menu “Setting(S) > Function(C) > Hotel > Room Swapping
- 2) Enter the current room number & Click the “Enter” key.
- 3) The window for Room Swap will be activated
- 4) Enter a new room number.
- 5) Click **[Swapping]** button.



Front Desk station

To swap rooms

- 1) Press [**PGM**] button.
- 2) Dial 09.
- 3) Enter a current room number and dial '*'.
4) Enter a new room number and dial '*'.
5) Dial 0 for Confirm and 1 for Cancel
- 6) Press [**SAVE**] button; Service Set Confirmation Tone will be given and the result will be displayed on LCD

Conditions

- The room to be used must be checked out.
- The information related the following feature will be moved to the new room
ICM Call Barring, VIP Option, Room State, Trunk Outgoing Call, Check out time, Off hook Alarm, LCD Language, Prompt Language Select, Name.
- DND registration / Messages / Missed Call information are not followed to the new room.

Related WMS Menu

Related Features

Hardware

1.11 Maid Status

Description

Maid status can be registered from Front Desk station, IPECS Attendant, Guest Station and PMS.

The following maid status is supported:

- 0x01 – TO_BE_CLEANED
- 0x02 – UNDER_CLEANING
- 0x03 – READY_FOR_SELL
- 0x04 – OUT_OF_SERVICE

- 0x05 – UNDER_REPAIR
- 0x06 – REPAIR_COMPLETED
- 0x07 – ROOM_OCCUPIED

Operation

IPECS Attendant

To change Maid Status:

- 1) Click [**ROOM STS**] button.
- 2) Press a room number.
- 3) Enter Maid Status (1 ~ 7).
- 4) Enter MAID ID (0000 ~ 9999).
- 5) Click [**ENT**] button.

Front Desk station

To change Maid Status:

- 1) Enter {Hotel Room Maid Status} feature code or press [PGM] button + “00”.
- 2) Enter a room number or room number range with * between room numbers.
- 3) Press [**SAVE**] button.
- 4) Enter Maid Status (1 ~ 7).
- 5) Press [**SAVE**] button.
- 6) Enter MAID ID. (0000 ~ 9999).
- 7) Press [**SAVE**] button; Service Set Confirmation Tone will be given and the result will be displayed on LCD.

Conditions

- Single or Multiple Room Cut registration is supported by Hotel PMS.

Related WMS Menu

Data Management > Hotel Information > Hotel Extension Attribute> “Room State”

Data Management > Numbering Plan Information > Feature Code> “Hotel Room Maid Status”

Related Features

Hardware

1.12 Minibar Registration

Description

Minibar information can be registered from a Guest Station and PMS.

Operation

Guest Station

To register Minibar information:

- 1) Enter {Hotel Minibar} feature code.

- 2) Enter item number (0 ~ 9999).
- 3) Press [**SAVE**] button.
- 4) Enter the number of item (0 ~ 9999).
- 5) Press [**SAVE**] button; Service Set Confirmation Tone will be given and the result will be displayed on LCD.

Conditions

- Minibar information is registered from PMS is not provided to iPECS-CM.

Related WMS Menu

Data Management > Numbering Plan Information > Feature Code> “Hotel Minibar”
Data Management > Hotel Information > Hotel Minibar Table

Related Features

Hardware

1.13 Guest Name/Info Display

Description

Front Desk station on conversation with a guest can check all information of the guest through LCD.

Available information includes:

- 00 – Guest Name
- 01 – VIP YES/NO
- 02 – Expected Check-Out Time
- 03 – LCD Language
- 04 – Room Cut
- 05 – DND
- 06 – WAKE-UP Time
- 07 – Digit Restriction Class
- 08 – Digit Conversion Class
- 09 – Room Group
- 10 – Number of Waiting Messages
- 11 – Caller Number of Message Waiting

Operation

iPECS Attendant

- 1) Click [**CHK I/O**] button in Bottom Menu Bar.
- 2) Input the room number and click the “Enter” key.
- 3) Guest Information Displayed.
[Check In/Out Info]
VIP Option

Guest Name
Room State
PMS Group
Check-in time (display only)
Check-out time
LCD Language
Prompt Language select
Prepaid Money
Message (display only)
[Station Information]
Call between Rooms
Trunk Outgoing Call
Off-Hook Alarm (display only)
DND (display only)
Digit Restriction Class
Digit Conversion Class
Call Forward / Forward No. (display only)
[Wake up Info]
Wake up Type / Wakeup Time.

Front Desk station

To display information about guests in talk state:

- 1) Enter {Hotel Guest Info} feature code during a call.
- 2) Scroll information with Volume Up/Down.

Related WMS Menu

Data Management > Hotel Information

- 1) Hotel General Configuration> “PMS Usage Option”
- 2) Hotel General Configuration> “Guest Information Display on Front Desk”

Related Features

Hardware

1.14 One Digit Service

Description

One Digit Speed Dial for Guest station can be configured so that a guest can access Front Desk station and any Service station easily.

Operation

Guest Station

To use One Digit Service:

- 1) Lift the handset or press **[SPEAKER]** button.
- 2) Dial a digit and wait until “One Digit Service Time” is expired.
- 3) Call will be placed to the destination configured in One Digit Service Table.

Conditions

- Up to 12 (0~9, *, #) One Digit Service can be configured through WMS.
- Call Restriction and Class are maintained even when this feature is used.
- This feature is not available for office extension.
- If One Digit Service Time is not set up, the service is not available.

Related WMS Menu

Data Management > Hotel Information > Hotel General Configuration> “One Digit Service Time”, “One Digit Service Table”

Related Features

Hardware

1.15 Room Monitor/Baby Listening

Description

It allows guests to monitor their rooms from the other station in the Hotel.

While monitoring Room, sound of monitoring station is not delivered to the monitored extension.

Operation

Guest Station

To enable Room Monitoring:

- 1) Lift the handset or press **[SPEAKER]** button.
- 2) Enter {Hotel Room Monitor} feature code; Service Set Confirmation Tone is heard and the extension begins monitoring.

To disable Room Monitoring:

- 1) Hang up the monitored call and press the active **[SPEAKER]** button.
- 2) The extension changes to on-hook state and extension monitor is finished.

To start Room Monitoring:

- 1) Lift the handset or press **[SPEAKER]** button.
- 2) Enter a room number; DND rejection tone is heard.
- 3) Enter the room number again.

Conditions

- It is only available through ICM call in the system, not Trunk call.

- It is available for room checked-in.
- In case another station calls to the room number monitored, DND rejection tone is heard. In this condition, step call and camp-on registration is denied, but message wait, redial and pilot hunt can be performed.
- In case another station calls to the monitoring station, Busy Tone is heard. In this condition, Step Call and Call Back registration is allowed. .
- External trunks cannot monitor extensions. Therefore, the call for Room Monitoring can't be transferred to the outside telephone number through trunk.

Related WMS Menu

Data Management > Numbering Plan Information > Feature Code > Hotel Room Monitor"

Related Features

Hardware

1.16 VIP Guest Call

Description

Call from VIP Guest station to Attendant can be served prior to normal Guest station.

Operation

Conditions

- It is disabled as default and can be enabled through WMS
- This feature is only available for Hotel Attendant.
- VIP Guest type is set upon check-in process.

Related WMS Menu

Data Management > Hotel Information > Hotel General Configuration> "ATD Priority Answer at VIP Call"

Data Management > Hotel Information > Hotel Extension Attribute> "VIP Option"

Related Features

Hardware

1.17 VIP Guest Wake-up Call

Description

Attendant can provide the Wake-up call to VIP guest instead of System.

Operation

iPECS Attendant

How to work this feature:

- 1) A Wake-up call is registered for VIP Guest station.
- 2) On the Wake-up time, the Wake-up call is terminated to iPECS Attendant, not to VIP Guest station; Wake-up LED in iPECS Attendant is turned on.
- 3) Click the Wake-up button; VIP Guest room number will be displayed on LCD.
- 4) Click [CONNECT] button to make a call to the VIP Guest station.

Conditions

- It is disabled as default and can be enabled through WMS.
- This feature is only available for Hotel attendant.
- VIP Guest type is set upon check-in process.
- If Attendant is night-state, service is not available.

Related WMS Menu

Data Management > Hotel Information

- 1) Hotel General Configuration> “Attendant Morning Call Service for VIP Guest Wake-up”

Data Management > Hotel Information > Hotel Extension Attribute> “VIP Option”

Related Features

Hardware

1.18 Suite Room Features

Description

Usually, Suite Room has several rooms and each room has each station.

So, Suite Room is consist of several Member Room numbers and one Master Room number which is used for controlling room status and interworking with PMS, Hotel Front-Desk or Hotel Attendant.

Each room station share Master Room number, and almost of feature is activated by Master Room number.

The Suite Room features are below;

- Master Room number is used for Check In / Check Out / Call Charge / CID / Name / Room Maid Status / Message Wait.
- Digit Restriction Class and Digit Conversion Class of all Member Room numbers is automatically changed to those of Master Room number.

- All the Member Room numbers are restricted to be called, but only Master Room number is allowed to be called.
- Different wakeup ring option and different normal ring option can be set to each Member Room numbers.

Operation

Call To Suite Room:

- 1) Caller dials Master Room number, Master Room number are displayed on caller.
- 2) Member Room are ringing with predefined normal ring option.
- 3) If one Member Room answers, the other Member Room stops ringing.

Call From Suite Room:

- 1) All Member Room can make a call with Master Room number and COS.
- 2) Each Room Number can leave message with the Master Room number.

Wake-up Service:

- 1) All Member Room can register wake up information for Suite Room.
- 2) At the wake up time, Member Room are ringing with predefined wakeup ring option.

Conditions

- Each Suite Room has maximum 60 Member Room.
- Maximum Suite Room is 30,000.
- Simultaneous call in the Suite Room is maximum 3.
- SIP terminal cannot be Member Room.
- Only one Member Room can register Room Monitor feature with Master Room DN.

Related WMS Menu

Data Management > Hotel Information > Suite Room Information

Related Features

Hardware

2 Fidelio Hotel Feature

iPECS-CM Supports interface with Micros-Fidelio Opera, a hotel management system. System networking operations between iPECS-CM and Opera utilizes Fidelio Interface Application Specification (FIAS), and connection is made possible with Fidelio server IP and port configurations. Guest data and room data are identical to normal hotel features except modified data is reported to the server. Charge Posting is a feature that reports mini-bar and call charge information to Fidelio server and Charge Information is calculated using original cost, tax, and margin data. The following graphic represents a typical configuration.

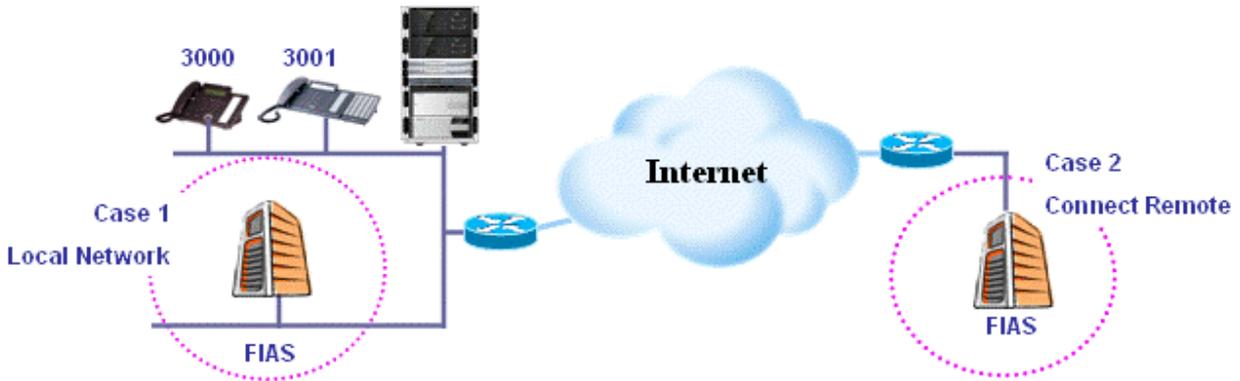


Figure 2.1 FIAS Network Configuration

All hotel features use FIAS is as below.

Table 2.1 Fidelio Hotel Features

FEATURE CATEGORY	SPECIFIC FEATURES
Guest Data	Check In
	Check Out
	Room Change
	Guest Info/Name Change
Room Data	Room Status: Inspect, Clean, Dirty
	Voice Mail Notification
Charge Posting	Call Charge Posting : classification local call, long distance call, international call, mobile call
	Mini-Bar Charge Posting