Alcatel **Advanced Reflexes**™

Reception terminal

Alcatel **OmniPCX** *Office*

△

A L C A T E L

How to use this guide **?**

You have an Alcatel Advanced Reflexes digital telephone (reception terminal). The large display, the navigator and the alphabetic keypad will help you use your telephone easily and make optimum use of the many functions offered.

• Actions

Lift receiver.

Hang up.

Description of an action or context.

• Navigator

Move the navigation key up, down, to the left or to the right.

• Display and display keys

Smith John — Partial view of display.

Display key.

• Programmable keys and icons

Line key.

Icon corresponding to key.

Key programmed by technician to access service.

• Keypad

Numeric keypad.

Alphabetic keypad.

Specific key on numeric keypad.

• Audio keys

Loudspeaker.

Hands free.

Adjustment "reduce".

Adjustment "increase".

• Other fixed keys

Fixed key.

MENU key

• Other symbols used

Alternative to action sequence.

Important informations

These symbols can be supplemented by small icons or text. All default or customized function codes are given in the table of codes in the appended sheet.

Contents

Contents

Contents

■ **Navigator**

Lets you browse through several pages of the display and select a line (the bottom line is implicitly active).

Top line

Previous page   Next page

Bottom line
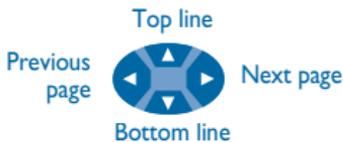
■ **Guide key**

This key lets you:
• obtain information about the telephone
• program the keys

Light indicating messages received.

Mute key so that your correspondent can no longer hear you.

Hang-up key
To terminate a call or programming.

■ **Audio keys**

Loudspeaker:
to share a conversation

to reduce loudspeaker or receiver volume

to increase loudspeaker or receiver volume

Hands free:
to make or answer a call without lifting the receiver

■ **Alphabetic keypad**
Protected by a flap, used for call by name, message service and programming. You have a self-adhesive **'Memo'** label to stick inside the flap.

■ Programmable keys and icons

To make a call, activate a service or manage your calls.
Icons are associated with each of these keys:

Line icons :

- ⌇ Incoming call (flashing).
- ⌇ Call in progress.
- ⌇ Call on hold.
- ⌇ Call on common hold.

Function icons :

- ▭ Function active.
- ▭ Function requiring action.
- ▭ Terminal or line busy.

Preprogrammed function keys:

- (↲—) Divert your calls to another terminal.
- (✉) Access the various mail services.
- (📖) Access your personal directory.
- (👥) Transfer call to another terminal.
- (ISDN) Make an ISDN call.

Some other keys have been programmed by your technician for your own convenience:

- (▭) Key must be programmed by your technician to access a service.

Room terminal icons :

	1st segment	2nd segment	3rd segment
▪ Lit	Room taken	Terminal busy	Room not cleaned
⌐¬ Not lit	Room free	Terminal free	Room cleaned
✳ Flashing	Wake-up alarm problem	Terminal ringing*	Room problem

*internal or outside call

■ Installing the programmable key label

A printed label is supplied with the terminal. This should be installed beneath the programmable keys.

1. Insert a flat " blade " into the slot (1 slot per key block).
2. Raise the cover.
3. Slide the printed label into position.
4. Replace the cover.

1 *Client check-in*

1.1 Registering a client when he checks-in.

● **When a client arrives, select a free and cleaned room :**

"Hotel"   key corresponding to a   directory no. of room
programmed key   free room

According to the sequence of screens, you must:
1) Enter the "empty" fields (client name, for example).
2) Modify the fields which do not correspond to the default values (language, for example).
3) Validate all the check-in screens as you go along.

The validation (OK key) of the last screen quits the CHECK-IN; the room is then considered occupied, a "Client Information Ticket" is printed automatically.

• **The following screens correspond to the check-in (a maximum of six from eight):**

■ **Deposit:**

A prepayment (metering credit) is proposed by default.
You can modify the amount or select "NoPrep" (no prepayment).

> The client prepayment amount is converted into a number of metering impulses (metering credit). When his credit runs out, an audio signal warns the customer that:
>
> - his call is about to be cut off,
>
> - he cannot make any more outside calls,
>
> - he is requested to make a further prepayment.

■ Guest's name:

Enter the client's name (8 characters max.).

■ Wake-up time:

A wake-up alarm time is proposed by default.
You can modify the time or select "Clear" (no wake-up alarm).

■ DND:

Activate (DND) or deactivate (dnd) the "do not disturb" feature.

■ Language:

Select the client's language from the possibilities offered.
Note: the language is automatically assigned to the client voice mail box and terminal (if it has a display).

■ DDI number:

The client is automatically assigned a DDI no.
Select "Choice" to assign another and then pass it on to the client.

■ Outside calls (Barring):

The client's line is barred by default for international calls.
Select "Choice" to modify the terminal's barring.

■ Room password:

The client is automatically assigned a password.
Select "Choice" to assign another and then pass it on to the client.

• **You can consult and modify client data (room taken):**
After selecting the room (see below), the first line of each screen shows the data for the client occupying this room:
- the client's name
- the client's language
- the client's wake-up alarm time (if programmed) and the indication of a possible problem with the wake-up alarm
- the status of the DND (do not disturb) feature
- the status of his prepayment the signs + for "credit" and - for "debit") and the currency used

- the segment ⬚ lit or unlit representing the status of the client's message service (text mail, voice mail, and call-back request from reception)
- the directory number of the room

2.1 **Printing a client information ticket**

| "Hotel" programmed key | key corresponding to room | OR | directory no. of room | Print |

• **The information ticket indicates:**
- the client's name
- the room no.
- the language
- the password
- the DDI no.
- the terminal barring
- the global total of the client's deposit (metering credit)
- the total remaining to be paid by the client (debit) or to be reimbursed by the hotel (credit); total deposit made minus the cost of communications
- the rate of VAT and the total amount of VAT corresponding to the cost of communications
- the number of communications made
- the status of the DND feature (active or inactive)
- the status of the client's message service (messages present or not: text, voice and call-back requests from reception)

2.2 Wake-up alarm time

- **This feature is used to modify the time of the client's wake-up alarm:**

"Hotel"
programmed
key

key
corresponding to
room

OR

directory no. of
room

Wakeup

Wake-up
alarm time

OR

Clear
to cancel the wake-up
alarm

OK
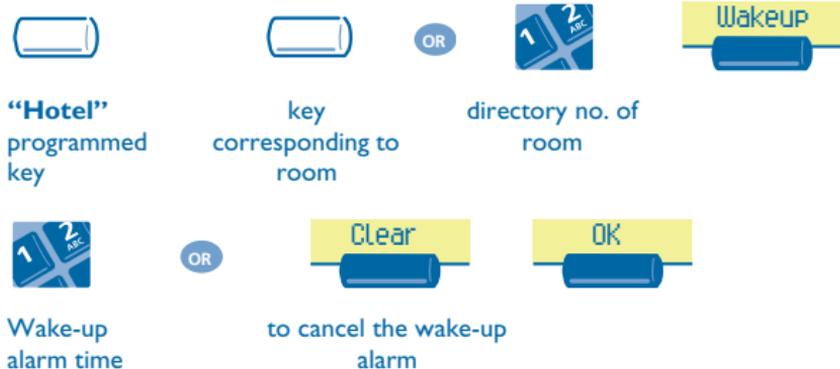
- **Consultation of the alarm status:**

Several choices are possible:

■ Left segment of the room key:

The flashing status of a room key informs you that there is a problem with the wake-up alarm.

segment
flashing

■ Room consultation screen:

The room consultation screen shows if there is a wake-up alarm time programmed and if there is a problem with the wake-up alarm.
Example:

07:30	wake-up alarm time programmed, wake-up alarm active if the ":" (colon) flashes
07:30	wake-up alarm time programmed, wake-up alarm deactivated if no characters flash
- - : - -	No wake-up alarm time programmed, and a problem with the wake-up alarm if all of the segments flash
07:30	No wake-up alarm time programmed, and a problem with the wake-up alarm if all of the characters flash

■ Wake-up alarm status:

Press WAKE-UP; the status of the wake-up alarm will be one of the following:

active: the wake-up alarm is activated

inactive: the wake-up alarm is deactivated

busy: problem, the terminal was busy during the three attempts

unanswered: problem, the terminal was not answered during the three attempts

inaccessible: problem, the terminal was inaccessible during the three attempts

> **In the case of a wake-up problem, the system alerts reception by sending a message and a ringing tone to the terminal which is repeated approximately every 30 seconds**

2.3 Do not disturb

• **This feature is used to modify the status of the client's DND (do not disturb) feature (active or inactive):**

"Hotel"
programmed key

key corresponding to room

OR

directory no. of room

DND   Choice   OK

consecutive presses

In the consultation screen, "DND" = feature activated, "dnd" = feature deactivated

2.4 Metering credit

- **This feature is used to modify the amount of a client's metering credit**

"Hotel"
programmed
key

key corresponding to
room

OR

directory no. of room

new amount of money
deposited

The system recalculates the global total of the client's deposit and the balance.

2.5 Check-out:

"Hotel"
programmed
key

key corresponding to
room

OR

directory no. of room

Refer to the chapter about this feature (client check-out).

2.6 **Client name**

- **This feature is used to modify the client's name:**

"Hotel"
programmed
key

key corresponding to
room

OR

directory no. of room

Name

client name
(8 characters max.)

OK

2.7 **Language**

- **This feature is used to modify the language of the client.**

"Hotel"
programmed
key

key corresponding to
room

OR

directory no. of room

Lang

Choice

consecutive presses

OK

2.8 Message service

• **Call-back request:**
This feature is used to leave the client a call-back request (terminal message LED activated):

"Hotel" programmed key   key corresponding to room   **OR**   directory no. of room

Messag	Choice	OK

consecutive presses

• **Reading the type of message left:**
This feature is used to find out what type of message (voice or text message) has been left for the client:

"Hotel" programmed key   key corresponding to room   **OR**   directory no. of room   Messag

• **The screen displays one of the following labels:**

| Oper. | : call-back request | ■ or not ⊡ |

| Voice | : voice mail waiting | ■ or not ⊡ |

| Text. | : text mail waiting | ■ or not ⊡ |

2.9 Public number (DDI)

- **This feature is used to assign another DDI no. to the client:**

"Hotel"
programmed key

key corresponding to
room

OR

directory no. of room

PubNum

Choice

OK

consecutive presses

2.10 Barring

- **This feature is used to modify call barring (international, national, local or prohibited calls) on the client's terminal:**
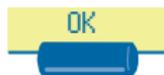
"Hotel"
programmed key

key corresponding to
room

OR

directory no. of room

Barrng

Choice

OK

consecutive presses

Client consultation

Password

• **This feature is used to modify the password assigned to a client:**

"Hotel"
programmed key

key corresponding to
room

OR

directory no. of room

`Passwd`

`Choice`

`OK`

consecutive presses

➔   **system assigns another password**

• **The client can use his password to:**
- lock his terminal (prohibit external calls)
- establish communications with protected account codes (using substitution or not)
- access his voice mail box remotely

3.1 Printing a telephone bill

"Hotel"
programmed key

key corresponding to room

OR

directory no. of room

CheOut

Print

• The bill indicates:
- the client's name
- the room no.
- the global total of the client's deposit (metering credit)
- the number of communications made
- the total cost of communications
- the rate of VAT and the total amount of Vat corresponding to the cost of communications
- the amount remaining to be paid by the client (debit) or to be reimbursed by the hotel (credit); total deposit made minus the cost of communications

Client check-out

Pre check-out

- **This enables the client, before an early morning departure for example, to settle his telephone bill the day before (no more external calls possible) whilst still keeping all the features programmed on his terminal (wake-up alarm, messages, DDI no., DND, etc.):**

OR

"Hotel"
programmed key

key corresponding to
room

directory no. of room

CheOut   PreOut

The pre check-out erases the client's "remainder to pay"

3.3   **Check-out**

• **This enables reception to free the room:**

"Hotel"
programmed key

key corresponding to
room

OR

directory no. of room

CheOut

CheOut

The room parameters are rebooted.
The telephone bill is printed automatically.

• **The result of a pre check-out/check-out on room parameters are:**

	PRE CHECK-OUT	CHECK-OUT
Wake-up	/	Cancelled
Message	/	Kept for 1 hour
DND	/	Cancelled
Call-back	/	Cancelled
DDI allocation	/	Number assigned to operator
Barring	No external call	No external call
Room status	/	Free/ Not cleaned
Password	/	Cancelled
Name	/	Room number
Remainder to pay	Deleted	Deleted

Client check-out

Table analysis:

- *I*: this symbol indicates that the status remains unchanged.

- **No external call**: new barring on the room's terminal

- **Remainder to pay**: the total remaining to be paid by the client (debit) or to be reimbursed by the hotel (credit), total deposit made minus the cost of communications, is deleted.

- **Kept for 1 hour**: unheard messages are kept for 1 hour. Check-in resets the voice mail box.

- **Free/not cleaned**: the room assumes the "free" and "not cleaned" status.

- **Room no.**: the name of the client is replaced by the room number (the directory is updated).

Note: the wake-up alarm, DND and Barring features return to their default configuration at the time of the next check-in.

Customising your application

The customisation functions are used to define the default values of the different application screens.

Wake-up time

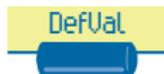- **This feature is used to define (or not) a wake-up alarm time by default:**

DefVal   Wakeup   1 / 2 ABC

"Hotel"
programmed key   default wake-up time

OR   Clear   OK
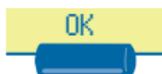
to delete default time

Public no. (DDI)

- **This feature is used to assign (or not) a DDI no. by default:**

DefVal   PubNum   Choice

"Hotel"
programmed key   consecutive presses

OK

Customising your application
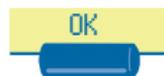
4.3 **Language**

• **This feature is used to select a language by default:**

[⌷] DefVal   Lang   Choice

"Hotel"
programmed key   consecutive presses

OK

✎ **The language is automatically assigned to the client's voice mail box and terminal**

4.4 **Metering credit**

• **This feature is used to activate (or deactivate) the "prepayment request" menu (metering credit) and to enter an amount corresponding to a prepayment by default:**

[⌷] DefVal   Deposi   [1 2]

"Hotel"
programmed key   amount

Clear   OK

to delete menu

4.5   Barring

- **This feature is used to define a room's terminal barring by default (international, national, local or prohibited calls):**

⬜   DefVal   Barrng   Choice

"Hotel"   consecutive presses
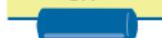programmed key
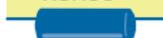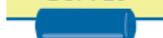
OK

4.6   Currency

- **This feature is used to enter the currency of the country:**

⬜   DefVal   Money   OK

"Hotel"
programmed key

4.7   **Do not disturb**

• **This is used to activate (or deactivate) the DND feature by default:**

DefVal   DND   Choice

"Hotel"   consecutive presses
programmed key

OK

4.8   **Taxation parameter**

`DefVal` `Meter` `Cost`
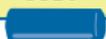
"Hotel"
programmed key

OR   `UnitTh`
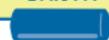
`Cost`

- **cost 1, cost 2, cost 3**: enter the 3 basic tax values.

- **OvLoad**: enter the additional cost assigned to the communications made by reception and transferred to room terminals and "public phones".

`UnitTh`

- **threshold 1, threshold 2**: enter the 2 thresholds for the 2nd and 3rd basic tax value.

- **Beep**: metering credit threshold which causes a beep for each credit received.

4.9 **Exit time**

- **The reception terminal automatically exits the Hotel application and switches to standby if no operation is carried out for a programmed length of time:**
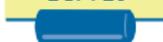
DefVal   **ExTime**

"Hotel"
programmed key

OK

time (in minutes)

4.10 **VAT rate**

- **This feature is used to enter the country's VAT rate:**

DefVal   **VAT**

"Hotel"
programmed key

OK

VAT rate

4.11 Client record screens

- **This feature is used to programme the order in which the six consultation screens most frequently used during check-in appear (maximum of six from eight)**

Note: the consultation screens not selected remain available until the end of check-in.

DefVal   ChecIn   Next

"Hotel"
programmed key

OR   Prev   Choice   OK

to move to field to be
modified

Customising your application

• **Your different default customisations appear in the table below.**

FUNCTION		YOUR CUSTOMISATION
Name :		
Passwd :		
Wake-up:		
DDI no.:		
Language:		
Credit:		
Barring:		
Currency:		
DND:		
Exit:		
VAT:		
Taxation:	Cost 1	
	Cost 2	
	Cost 3	
	Additional cost	
	Threshold 1	
	Threshold 2	
	Beep	
Check-in:		

- **The room status feature makes it possible:**

■ **For housekeeping to:**
- inform reception about the status of rooms.

■ **For reception:**
- to change the status of a room,
- to display room status on the reception's terminal.

■ **To produce a Room Status ticket or voucher.**

5.1 **Room status indication**

- **Housekeeping informs reception about room status (cleaned, not cleaned, with or without problem):**

7 **PQRS**   **7** **PQRS**   **0**   OR   **1**

room cleaned   room not cleaned

1 **2** **ABC**

if necessary, problem no. (maximum 3
digits: 000 to cancel previous problem)

5.2 **Room status consultation**

● **The receptionist can consult room status:**

Status

"Hotel"
programmed key

key corresponding to
room

OR directory no. of room

→ **screen displays: its "cleaned" or "not cleaned" status or else its problem no., and its "free" or "taken" status**

→ **on the basis of this status, you can:**

Cleans

consecutive presses
(cleaned/not cleaned)

OR NoProb

to delete the problem
indicated

OR Problm

to enter a problem no.

OK

5.3 **Producing a room status ticket**

- **A ticket or voucher can be printed automatically when the room status changes (if the feature is programmed):**

- **The ROOM STATUS DEVELOPMENT field is specific and includes the following data:**

- the first digit gives the room status: 0 = room cleaned
                                            1 = room not cleaned

- the other digits (maximum 3) represent the number of the problem if there is one.

5.4   **Room status configuration**

- • **This feature is used to specify whether all rooms or only those taken can be switched manually or automatically (at a programmed time) to "not cleaned" status:**

■ Rooms:

| Status | Global |

"Hotel"
programmed key

| Rooms | OK |

consecutive presses

This feature is used to specify which are the rooms concerned by the switch to the 'to clean' status (all rooms or only rooms taken).

■ Manual or automatic switch:

This feature is used to specify if the rooms concerned (on the "rooms" menu) switch automatically or manually into "not cleaned" status.

| Status | Global | Now |

"Hotel"
programmed
key

manual switch

OR | Time | | 1 2 | OR | Clear | OK |

automatic switch

In the table below, you can see the codes you have assigned to different problems indicated in room status:

ROOM STATUS	YOUR CODE
ROOM STATUS prefix:	77
Room cleaned:	0
Room not cleaned:	1
Problem of:	
Problem of:	
Problem of:	
Problem of:	
Problem of:	
Problem of:	
Problem of:	
Problem of:	
Cancelling the problem	000

Guarantee and clauses

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice. Nevertheless, if the legal warranty in effect in your country exceeds 1 year, then the legal warranty is the sole warranty applicable.

The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Declaration of compliance

We, Alcatel Business Systems, hereby declare that we assume the ALCATEL Advanced Reflexes product (reception terminal) to be compliant with the essential requirements of Directive 1999/5/CE of the European Parliament and Council.

Any unauthorised modification to the product shall render this declaration of compliance null and void. A copy of the original of this declaration of compliance can be obtained by post from :

Alcatel Business Systems - Technical Services - Customer Care
1, route du Dr. Albert Schweitzer - F 67408 Illkirch Cedex - France

The CE marking indicates that this product complies with the following EC directives:

$C\epsilon$

-	89/336/CEE (electromagnetic compatibility)
-	73/23/CEE (low voltage)
-	1999/5/CE (R&TTE)

Some of your telephone's functions require a software key or are only accessible once programmed by your installation technician.

3EH 21016 BSAA Ed.01