MITEL

3000

Hotel Mitel 3000 User Guide

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Welcome to the Mitel 3000 Hotel

An introduction to the additional facilities provided in the Mitel 3000 Hotel

The Mitel 3000 Hotel is specifically designed for use in guesthouses and small hotels.

The Hotel package allows you to provide both guest and administration extensions. Administration extensions can be equipped with the Mitel 4110/4120 Featurephones or a standard telephone. The administration phones have access to the full range of facilities described in the Mitel 3000 Administrator's Manual.

When guest extensions are equipped with standard telephones, they can use the facilities described on page 19.

Extension 20 is designated as the Reception phone. This extension must be equipped with a Mitel 4110/4120 Featurephone to use the Hotel Facilities. The remaining extensions can be used as guest or administration phones.

This guide describes the hotel facilities and should be read in conjunction with the Mitel 3000 Administrator's Manual that came with your Mitel 3000. It can be also be found on your documentation CD that comes with your Mitel 3000 system.

IMPORTANT NOTE

You need to activate the Hotel application before use. See instructions for activating your Hotel Application Mitel 3000

ACTIVATING YOUR HOTEL APPLICATION ON YOUR MITEL 3000

1) Unique Key

To activate the Mitel 3000 Hotel Application a Unique key is required. This unique key is obtained from the following web site http://www.xarios.com/hotel/ using two unique codes:

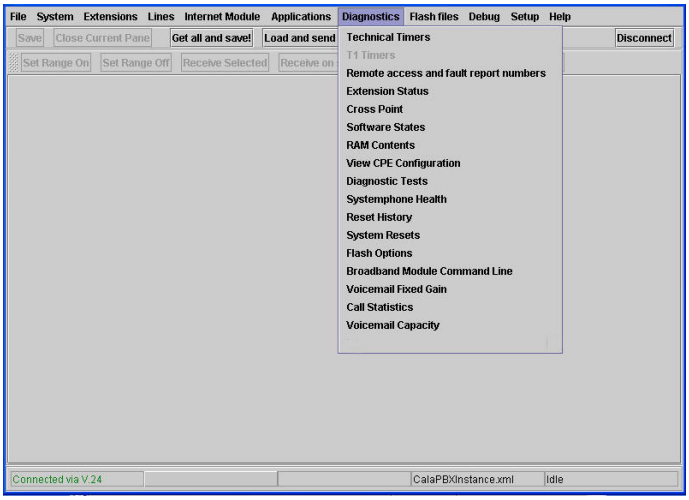
a. The PBX serial number from your Mitel 3000 system.
b. The Hotel License number provided with your Hotel Application Pack (You will find this number at the back cover of this manual.

a. PBX Serial Number

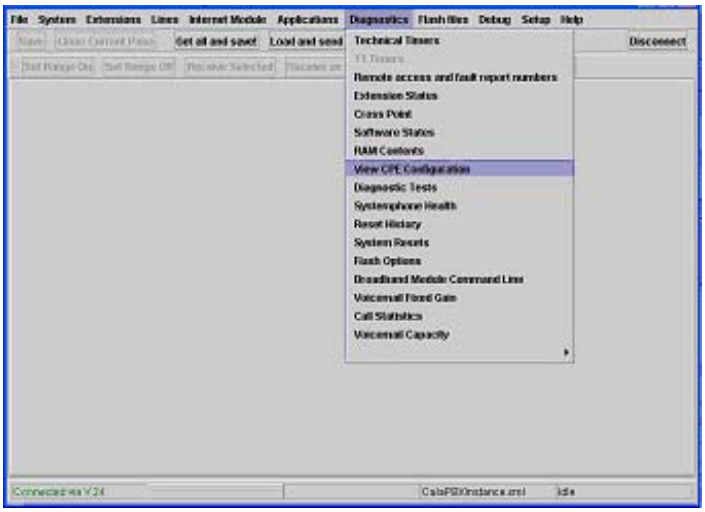
To obtain your PBX serial number you will have to connect to the system using your MPS (Maintenance and Programming Software) application, you will find this software on the CD that came with your Mitel 3000 PBX System.

Once you are connected, you will need to go to the Diagnostics option and select View CPE Configuration.

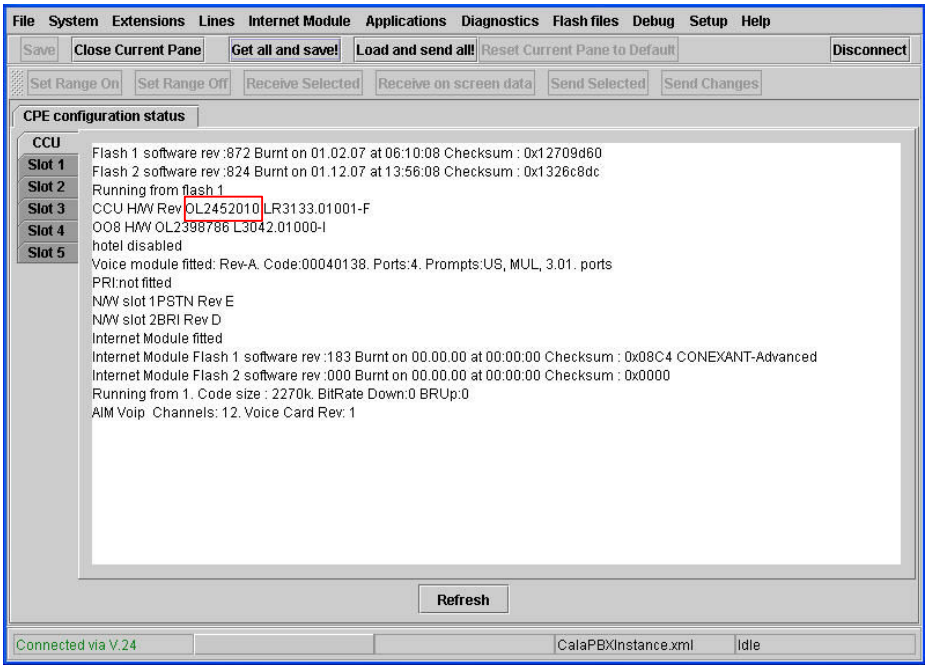
Click "Diagnostics"



Click "View CPE Configuration"



The CCU number is the PBX serial number required to obtain your Licence Key. This always starts with OL and is on the line that begins with CCU H/W as shown below.



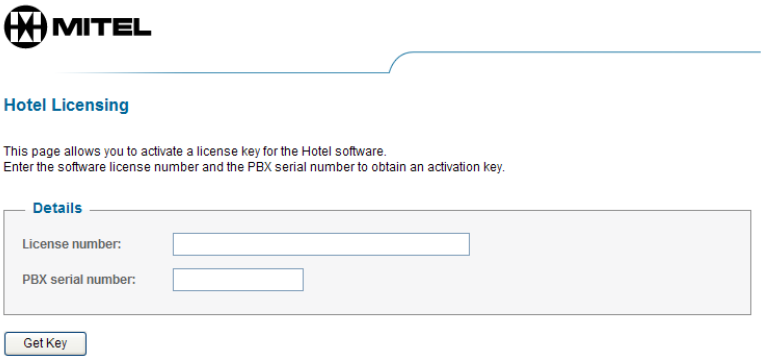
b. License Number

Your hotel license number is printed on a label that is located at the back cover of this manual.

c. Connect to XARIOS.COM to obtain your unique number

Connect to the following web site http://www.xarios.com/hotel/

The following page should appear:



Enter the License number (located at the back cover of this manual, include dashes).
Enter the PBX serial number.

Click “Get key”.

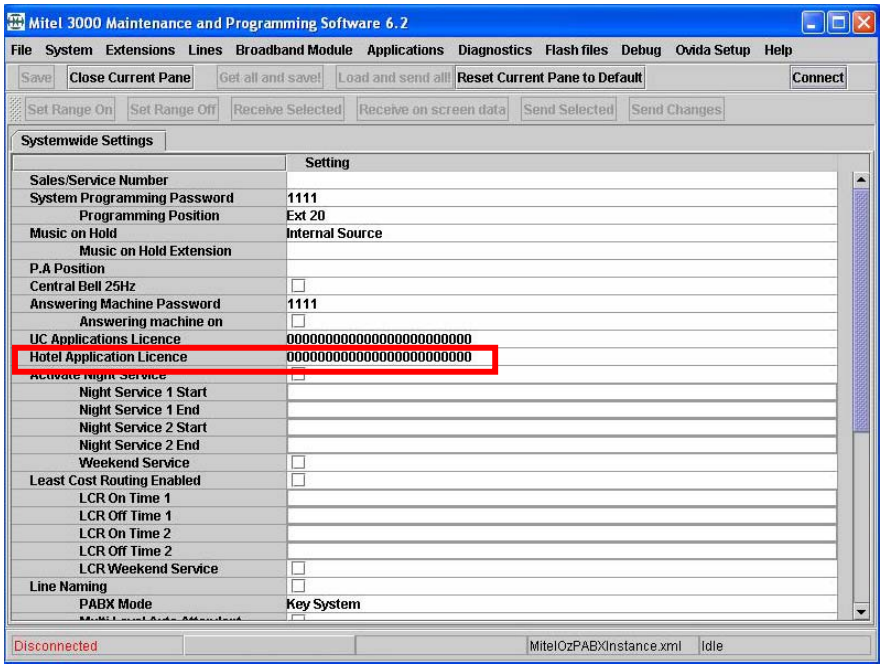
Your UNIQUE KEY will appear after the “Get Key” hot key is pressed (you will get an error if details entered are not correct).

Write this unique key number down and keep it in a safe place, as you will need it to activate the Hotel application.

2) To Activate the Hotel Application

You now need to enter the UNIQUE KEY provided. Connect to the Mitel 3000 using MPS and follow these steps:

From the main menu click “System”.
Now Select “Systemwide Settings”.
Enter the Hotel Application in the Licence field as displayed below
Click “Send Changes”.



You can now use your HOTEL APPLICATION SOFTWARE for your MITEL 3000 SYSTEM.

NOTE: *If the “Send Changes” option is greyed out. Click on another field in this page so the “Send Changes” option can be active.*

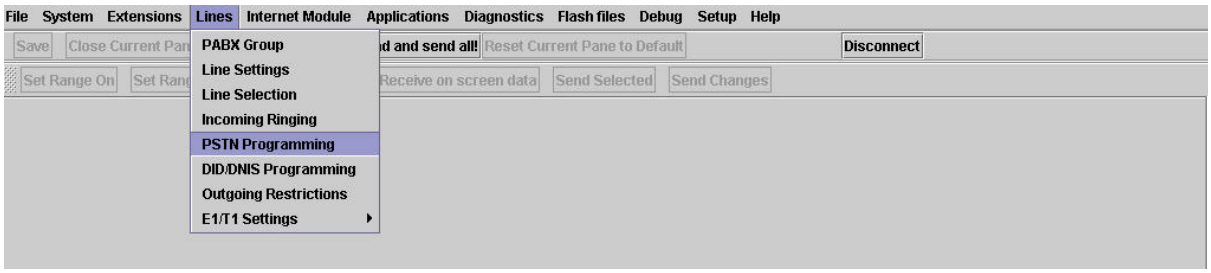
Line settings for Hotel Mitel 3000

Once you have your Hotel Application running, you will need to make sure you have your Line Settings programmed appropriately.

IMPORTANT NOTE:
This ONLY applies if you are using PSTN (Standard Analogue lines). The lines MUST have Reversal on Answer (ROA) activated from your telephone company or network provider.

Call log and charges will depend on the correct programming of your line type.

Using your MPS managing tool, Select “Lines”, then select “PSTN Programming” as shown in image below.



Within the PSTN programming options, choose the option that is appropriate for your type of line, i.e. Reversal on Idle. CND Detection etc…

Click on “Send Changes”
Your line type is now set.

***Note**: Type of line information has to be given to you by your Telephone Company or service provider and varies from one type of provider to another.*

Hotel application programming start up

Administration programming

This section outlines the additional administration programming included in the Mitel 3000 Hotel package.

Basic Programming procedure

The basic procedure is the same as described in the Mitel 3000 Administrator's manual.

- From the programming extension (ext. 20 by default), press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password (1111 by default)

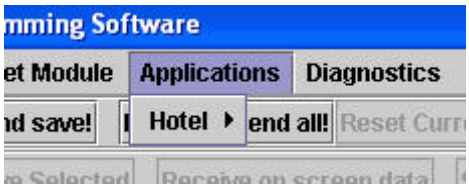
NOTE: *All Hotel programming features can be done using the Maintenance and Programming Software (MPS) application.*

Entering the Hotel Name

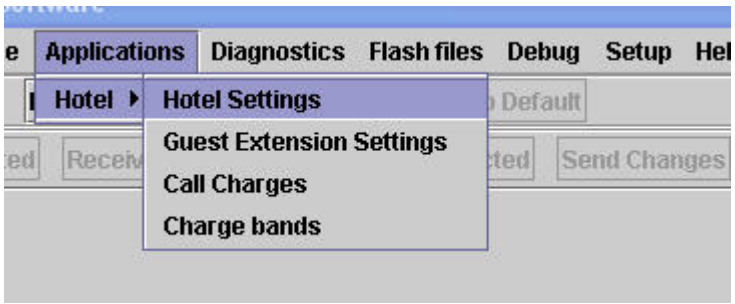
The name entered here is printed on the guest phone bills.

- From the programming extension press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Hotel Name" is displayed.
- Select the "Hotel Name" option and enter the name of the hotel using the keypad. Press key **2** once for A, twice for B, three times for C; **3** once for D, and so on. Up to 24 characters, including spaces can be entered

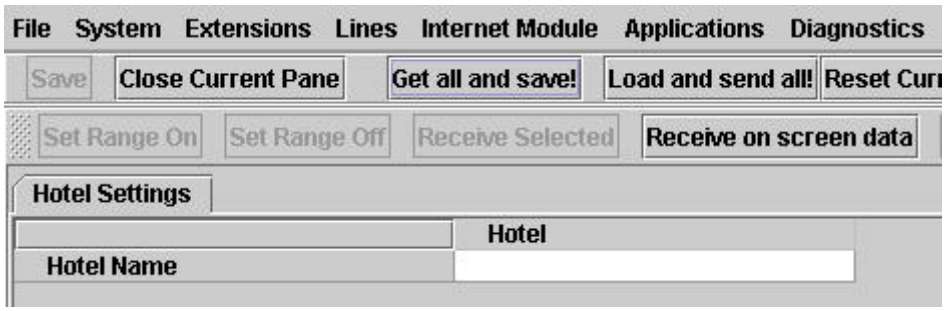
From MPS:
Select Applications:



Select Hotel



Select Hotel Settings



Enter the name of the Hotel/Guesthouse. Remember it can't use more than 24 characters.

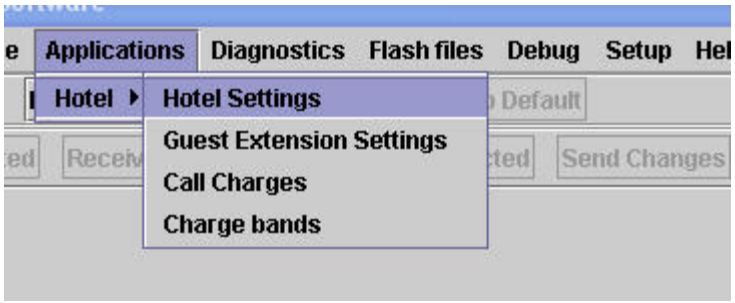
Click on "Send Changes".
Your Hotel Name is now set.

Defining Administration and Guest extensions

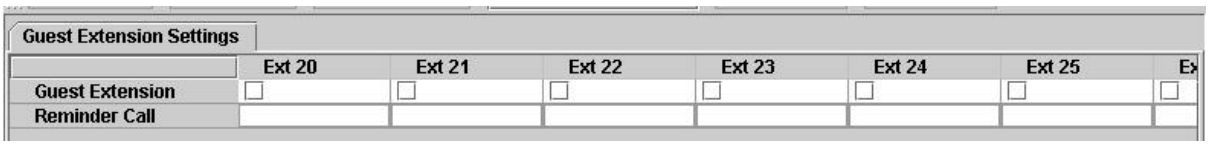
Initially the system is programmed with all extensions as hotel administration extensions.
(Extension 20 is the Reception phone and cannot be changed).

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "Guest Extensions" is displayed.
- Select "Guest Extensions"
- Select the extensions you wish to have as Guest extensions. A solid diamond ♦ indicates a guest extension. An open diamond ◊ indicates an administration extension

From MPS:
Select Guest Extension Settings from the Hotel Menu



Select each of the extensions you would like to be programmed as guest extensions by checking the boxes of the extensions you require.



Click on "Send Changes;
The Guest extensions are now programmed.

Note: When reprogramming an ext from an administration ext to a guest ext or vice versa the 'class of service' category must be re-set for that phone. (See page 8).

Selecting the Class of Service for extensions

The Classes of service / Call restrictions are as described in the *Mitel 3000 Administrator's Manual.*

As default, all hotel administration extensions are placed in Class 1, all calls are allowed.

Guest phones that are checked out are in Class 4, only internal and emergency calls are allowed.

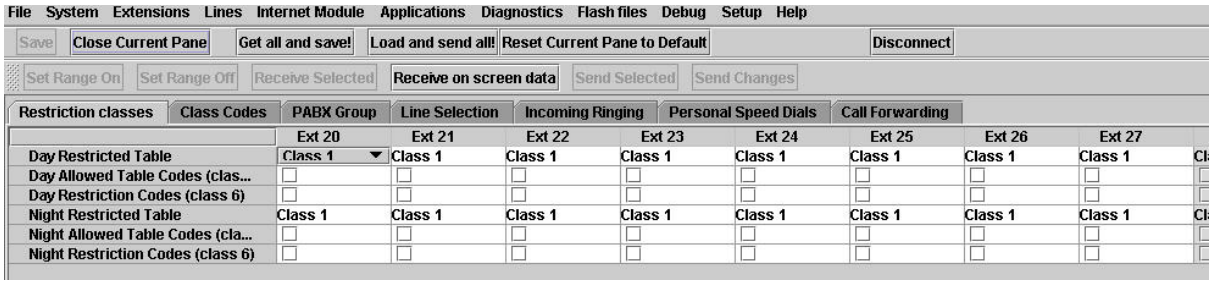
When a guest phone is checked in they are automatically placed in Class 1 combined with Table 6, they can place external calls to all numbers with the exception of the codes entered in Table 6.

Class	Type of restriction
Class 1	All calls allowed
Class 2	Restrict International calls
Class 3	Restrict International & National calls
Class 4	Internal calls and Emergency numbers only
Table 5	Allowed Codes
Table 6	Additional restriction codes

You can place administration phones in different classes for day and night service (See the Mitel 3000 Administrator's Manual).

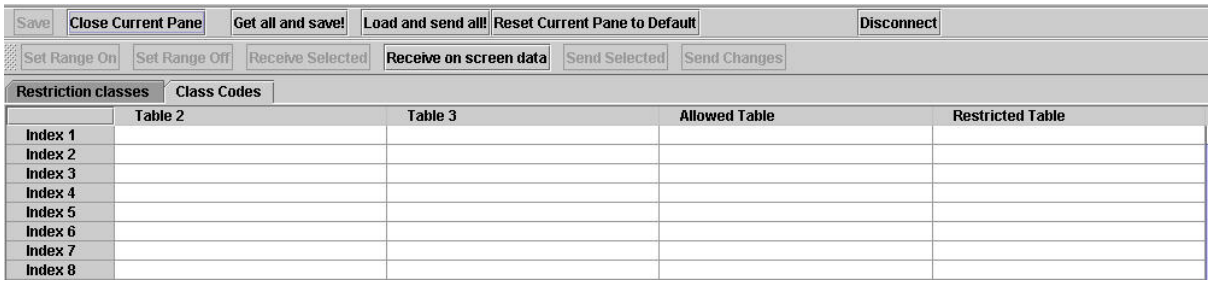
You can change a guest's class of service when the phone is checked in.

From MPS you can program your "Restriction Classes" from the "Extensions" Menu



When you finish your programming click on "Send Changes".

From MPS you can program your "Class Codes" from the "System" Menu



When you finish your programming click on "Send Changes".

Setting the rates for Call Charges

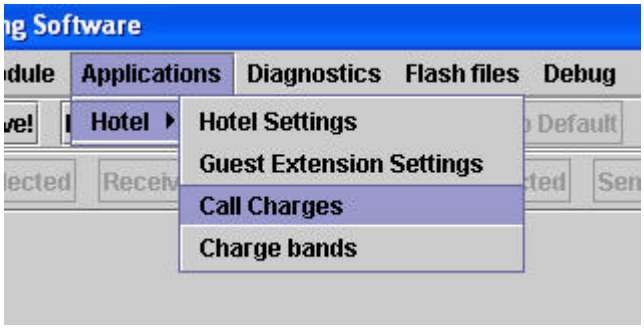
The rate that guests are charged on phone calls can be changed at any time from the programming extension or the MPS software application.

Example of Call charges:

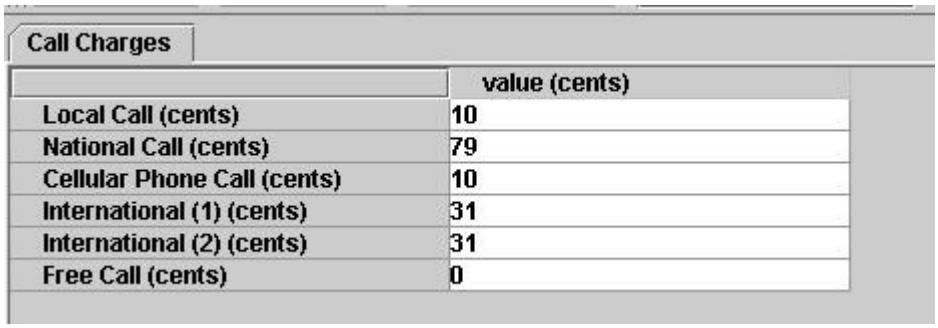
Type of Call	Value (Cents)
Local calls	10
National calls	79
International 1	10
International 2	31
Mobile calls	31
Free calls	00

- From the programming extension press the PROGRAM key.
- Press the Scroll Down key (↘) until “System Programming” is displayed.
- Select “System Programming”.
- Enter the System Programming Password and select “System”.
- Press the Scroll Down key (↘) and select the “Call Charges” option.
- Select the type of call you wish to programme.
- A new rate can be entered.

From MPS:
Select “Call charges” from the Hotel Menu



Change the rate of the calls and click “Send Changes”.



WARNING: *The charges are NOT set at the rate you are charged by your network provider. You must satisfy yourself that an appropriate rate is applied to all call types before guests are checked in. Charges shown are examples only.*

Setting dial codes for Charge Bands

The dialling codes that decide whether a call is charged as a Local call, National call etc can be changed.

- Ensure that the correct local codes for your area are entered
- Ensure that the correct national codes are entered
- In default all international codes are placed in the International 2 band. This ensures that all calls on this band are charged at an International 2 rate. You may wish to place some International codes into band 1 and have a different rate apply to these calls.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until “System Programming” is displayed.
- Select “System Programming”.
- Enter the System Programming Password and select “System”.
- Press the Scroll Down key (↘) and select the ”Change band codes” option.
- Select the call band you wish to change
- Select the “location” (between 01 and 20) and adjust the code as required.

A new location entry can be added, a current location entry deleted or the location entry confirmed. Each of the tables can have a total of 20 location entries each of up to 6 digits in length.

Charge bands are:

Type of Call
Local calls
National calls
Mobile calls
International 1
International 2
Free calls

NOTE: A table is provided in Appendix A where the programmed codes can be written down for reference and ease of programming.

From MPS:
Select Charge Bands from the Hotel Menu

Change your Charge Bands and click “Send Changes”.

***NOTE:** Charge band values vary and values shown are examples only.*

Setting the data speed

The speed at which data is sent to either the PC or printer can be set at 4800, 9600,19200 or 115,200 speeds. Selecting 'Set v24 baud rate' in the 'System' programming list sets it. The default setting is 115200 bps.

From MPS:
Select "System" / "Systemwide Settings" and "V.24 Baud Rate"

Call Logging - Printing guest phone bills

You can select one of the following ways of printing guest bills and /or logging calls:-

- You can choose to connect a printer to the system and only print guest bills when you use the *Check Out* or *Phone Bill* facilities. No details of any administration calls are printed. Selecting the 'Call logging off' option in the programming described below chooses this option. (This is the default option)

- You can choose to connect a printer to the system and print guest bills when you use the *Check out* or *Phone bill* facilities and also print out details of all calls made by administration phones. The details of Administration calls are printed as soon as the calls are completed. These calls are not cost. This option is chosen by selecting the '*On for admin phones'* option in the programming described below.

- You can choose to connect a Personal Computer to the switch and send the details of all calls to the PC as soon as the calls are completed. In this case the costing of the calls is NOT provided on the details sent by the switch and the programme within the PC must be capable of costing and sorting the calls to allow bills to be presented to guests. This option is chosen by the '*Call Logging on'* or the '*Call log external on'* option in the programming described below.

From the Reception phone,

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Key-down the Scroll key (↘) and select the "Call Logging" option.

Call Logging on	Enable XON/XOFF
Call Logging off	Print Log
On for Admin phones	Exit
Call log external ON	

Call logging on
You select this option when you want to connect a personal computer to the switch and control the guest billing from the PC. Details are sent to the PC as a call is completed (real time). Call records are still stored in the buffer.

Call logging off
You select this option when you want to connect a printer to the system and print guest bills when a phone is checked out. In this case, if entries are not deleted after check out, the buffer will get to the limit and guest calls will not be able to be made. Only emergency calls will be able to be mad.
It is not possible to check in another guest until call entries are deleted.

On for Admin phones
You select this option when you want to connect a printer to the system and print guest bills when a phone is checked out. Also calls made from administration phones are printed directly after a call is completed (real-time).

Call Log external ON
You select this option when you want to connect a Personal Computer running 3rd party call management software to the switch and control the entire guest billing from the PC. Details are sent directly to the PC as a call is completed (real-time). In this case billing information will not be kept in the buffer.

Enable XON/XOFF
You select this option when printer flow requires it.

Print log
You select this option when you want to output the information from the Buffer to the printer. The system holds a call record buffer of 500 calls.

Option	Connect	Function
Call logging on	PC	Details are sent to the PC as a call is completed for all calls extensions.
Call Logging off	Printer	On check out phone bill is printed. No 'real time' printout
On for Admin phones	Printer	On check out phone bill is printed. Admin phones will have a 'real time' printout.
Call log external ON	Personal Computer	On check out no phone bill is printed. PC controls the printouts and no buffer is used. This option should be selected when connecting a PC with 3rd party call management software
Enable xON / xOFF	printer	This is a method of flow control for the printer.
Print log	Printer/PC	The system holds a call record buffer of 500 calls. This outputs this buffer to the printer or PC.

Reception phone Hotel facilities

This section tells you how to use the hotel facilities on the Reception phone.

These features are grouped under the 'Hotel facilities' prompt on the top line of the Featurephone display.
For information on using the other facilities on the display please refer to the *Mitel 3000 Administrator's Manual*.

Check In

Once a phone is checked in all external calls made from the phone will be logged.

When you activate Check in for a phone:

- The restriction on making external calls from the phone is removed
- The *Occupied / Free"* status of the room is set to "Occupied" (See *Room status* on page 14)

- Press "Hotel Services" on the Idle menu
- Select the "Check In" option.
- Select the extension you wish to check in.

You can also select the "Check in" service by dialling 7963 plus extension number.
A solid diamond ♦ beside an extension indicates that the room is checked in. An open diamond ◊ indicates the room is free.

NOTE: *If you find that you cannot check a phone in, you should ensure that any call records associated with the previous occupant are deleted from the system memory. This is done using the Phone bill facility. See Page 17*

Check Out

You activate the *Check out* facility for the phone in the guest's room when you want to print a bill for the calls made from the phone ***and delete the call records***. You normally do this when a guest is checking out.
There is also an option for printing out a phone bill without deleting the call records. (See *Phone Bill* on page 17)

When you activate *Check out* for a phone:-

-The phone bill for the extension is automatically printed.
-The phone is restricted from making outgoing calls. Emergency numbers only can be dialled.
-The '*Room status'* is automatically set to '*Free - Service req'*. (See *Room status on page 14*)
-*Message waiting* is cancelled. (See *Message waiting* on page 14)
-*Wake up* call is cancelled. (See *Wake up call* on page 15)
-The *Last number redial* store is cleared. (See *Last number redial* on page 19)

- Press "Hotel Services" on the idle menu.
- Select the "Check Out" option.
- Enter the 4-digit password (This password is the same as the one used for system programming).
- Select the phone you wish to check out. A solid diamond ♦ beside a phone indicates that the room is checked in. An open diamond ◊ indicates that the room is free.

The guest phone bill is printed out as soon as the phone is selected. As a safeguard to ensure that the call details are not deleted before a bill is successfully printed, you are prompted to enter a code. This code is printed on the top right hand corner of the bill.

- Enter the 4-digit code printed on the top right hand corner of the bill.
- When the code is entered the extension is checked out and the call records are deleted.
- Cancel will check out the extension but will not delete the call records.

NOTE: *If there is a problem printing a bill the Phone Bill facility can be used to check the total cost of the calls made by the guest (See page 17)*

You can also select the *Check out* service by dialling 7964 plus extension number.

Room Status

This facility allows you to check whether a room is *Free* or *Occupied* and whether it is *Cleaned* or *service req.* The *Free/Occupied* status is set automatically on *Check in* and *Check out* and is examined from the Reception phone. The *Cleaned /* "Service req." status can be set from a guest phone (Dial 7960 for Cleaned and 7961 for "Service req."). You can examine and change the *Cleaned / Dirty* status from the Reception phone.

NOTE: *At midnight the status of all checked in rooms is automatically set to "Service req."*

- Press “Hotel Services” on the Idle menu.
- Select “Status /occupied”

The occupied rooms are indicated with a solid diamond ♦. The status cannot be changed from this menu, it is set automatically on *Check in* or *Check out*.

- Press “Hotel Services” on the Idle menu.
- Select Status /"Service req."

The rooms that are "Service req." are indicated with a solid diamond ♦ and those that are 'Cleaned' are with an open diamond ◊. By selecting an extension the Cleaned/"Service req." status can be changed.

Message Waiting

Message Waiting allows you to notify an absent guest that a message is held for them at Reception. When *Message waiting* is set the message waiting LED on the guest extension will be turned On. The guest can receive the message by calling Reception. The message Waiting can be cancelled from the Reception phone at any time.

- Press “Hotel Services” on the Idle menu
- Select “Message waiting”
- From the extension menu select the extension you want to alert.

A solid diamond ♦ beside the extension indicates message waiting is set.
Selecting an extension with a solid diamond will cancel the *Message waiting* feature.

You can also select *Message waiting* call by dialling 7962.

NOTE: *Some phones will display an envelope symbol as a message waiting indication.*

Wake Up Call

You can enter a time that a wake up call will be made to a guest phone.
At the programmed time the phone will ring for 90 seconds.

- If the call is not answered the phone will ring twice more at two-minute intervals.
- If the call remains unanswered the Reception phone is rung and the display shows 'No Wake Up No xx'.
- If the call to the Reception phone remains unanswered for 90 seconds, the call is cancelled.
- Details of cancelled wake up calls are automatically printed when they are cancelled.

Setting a Wake up call for a guest

- Press "Hotel Services" on the Idle menu.
- Select the "Wake up call" option.
- Select the extension.
- Enter the time in the 24-hour clock format (0930 for 9.30am) and press *Confirm*.

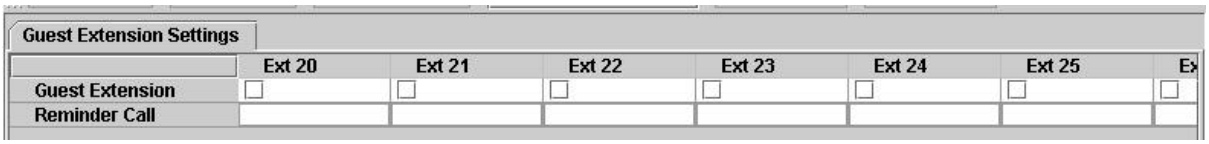
You can also select *Wake up* call by dialling 7967

Reviewing a Wake up call

- Press "Hotel Services" from the idle menu.
- Select "Wake up call"
- Select the extension. The programmed time is displayed
- Press "Confirm" to retain the time.
- If you wish to change the time, select "Change" and enter a new time.
- To cancel the wake up call, press "Change" and then "Confirm".

NOTE: *This option can also be set from a guest phone by dialling 718 followed by the time (HHMM). The guest can also cancel a Wake up call by dialling 718*.*

From MPS: Select Applications – Hotel – Guest extensions



Set the Reminder call or Wake up call using a 24-hour clock format and click "Send Changes"

Billing guests and logging administration calls

This section describes the various call billing and call logging options

Option 1 - Call Billing

You can choose to connect a printer to the system so that all guest phone bills are immediately printed when a guest is checked out (See *Check out* page 4). The bill is presented in the following format:

(Hotel Name)

Extension Number XX *Code xxxx*

Call	*Date*	*Time*	*Duration*	*Number Dialled*	*Cost $*
01	*23:03:09*	*12.30*	*03:46*	*01726001234*	*0.90*
02					
03					

Total *$xxx.xx*

When this option is chosen you can also decide to print the details of calls made by administration phones. The details of these calls are printed as soon as the call is completed. (This is selected by setting the call logging on for administration phones. See call logging programming page 14)

The format of these records is:

1	2	3	4	5	6	7	8	9
O/G	10/12/98	12:00:01	00:00:02	L01	S21	S21	0.10	1234576
O/G	12/12/98	12:00:10	00:00:29	L02	S25	S25	0.05	4567890
I/C	12/12/98	12:01:20	00:00:25	L02	S20	S20	0.00	1723454
I/C	17/12/98	12:10:06	00:00:55	LO2	S20	S26	0. 00	1612765

The data shown in this printout is:

Column number	Meaning
1	Incoming or Outgoing Call
2	Date (Day/Month/Year)
3	Start Time
4	Duration of the Call
5	Line used
6	Initiating Extension
7	Terminating Extension
8	Call Cost
9	Digits Dialled

NOTE: *The data speed can be set at 4800, 9600, 19200 or 115,200 rates. In default the rate is set at 115200. See programming the data speed on page 13.*

Option 2- Call Logging

Instead of printing bills directly on a printer you can choose to connect a Personal Computer (PC) to the system and send details of all calls directly to it. There are software packages available (not supplied by Mitel) which can sort the calls and print guest bills from the PC. (This option is selected by setting the '*call logging external on'* for all phones. See call logging programming page 11) The format of the data sent to the PC is the same as shown above for the call logging option. In this case the switch does NOT generate bills when guests are checked out.

NOTE: *When this option' Call logging on' is selected the call records of guest phones are still stored in the switch. The Phone Bill option can be used to examine the total cost of calls made from any guest phone. (See below). This provides a backup method of billing a guest if the PC is not operating when a guest is being checked out. When the option 'Call log external on' call records are not stored on the switch. This method should be used when connecting a PC with 3rd party management software*

Phone Bill

This feature provides an alternative method of examining a summary and printing the details of a guest's phone bill without having to check the phone out. There are a number of reasons for doing this:-

1. If there is a problem with the printer and the guest bill cannot be generated at checkout. This facility displays the total cost of calls on the display of the Reception phone.
2. If you want to examine the costs built up by the guests during their stay. You can see the current total on the Reception phone display and print out the details. The details are still retained in the system memory and the total cost of all calls made since check in are printed and included in the total when the guest phone is checked out.
3. There is an option that allows the call records for the phone to be deleted. This is used if a guest has been checked out and the call records were not deleted. When you try and check this phone in again you will be prompted to delete the call records and you must select the Phone Bill feature to do so.

- Press "Hotel Services" on the Idle menu
- Select the "Phone Bill" option.
- Enter the 4 digit password when prompted (The password is the same as used for '*System programming',* 1111 at default).
- Select the extension you wish to examine.

The display will show:
Extension xx $xxx.xx
Print details
Delete call records
Cancel.

- If 'Print details' is selected the bill is printed. The same prompt to enter a code is displayed as described in the 'Check out' facility. If no code is entered the details of the calls are retained in memory.

If 'delete call records' is selected, you are prompted to confirm your selection. When confirmed the records are deleted.

Call with cost

This option allows the Reception phone to place a call on behalf of a guest. When the call is completed the Reception phone is rung and the cost of the call is shown on the Reception phone display. The details of the call are printed.
This facility is generally used to allow a visitor, who is not checked in to make a call and ensure the cost of the call is recouped.
It can also be used if a guest phone is restricted from making calls. The Receptionist can place individually costed calls for the guest.

NOTE: *Guest phones can be restricted from making various types of call, or indeed any call, by selecting a class of service for the phone after they are checked in. (See Class of service page 8). Guest phones will also be restricted from making calls if the call records memory becomes full. Just prior to the system memory becoming full the Reception phone is rung and a prompt is given to clear some call records.*

- Select "Hotel Services".
- Select the "Call with cost".
- Select a free external line and place the call as normal.
- Transfer the call to a convenient phone. (The call can be continued from the Reception phone if necessary)

When the call is completed the Reception phone is rung and the display shows the cost of the call. The details of the call are also printed.

NOTE: If the call is transferred to a guest extension the cost of the call is added to the guest's phone bill.

WARNING: **The costs of guest phone calls are calculated using a charge per minute. The charge varies depending on the type of call, (local call, national call etc). The default rates used are shown on page 12. These rates are NOT the rates charged by your network provider. It is essential that you check the rates and adjust them if necessary before you check guests in. The rates can be set through system programming described under *'Setting the rates for Call Charges'* on page 9**

User Guide for Guest Phones

This section gives a brief description of how to operate a phone in a guestroom

To make an internal call

- Lift the handset, or use Handsfree if it is available on your telephone.
- Key the extension number _____, or key 9 for Reception

***NOTE** the default extension numbers are in the range from 20 to 51*

To make an external call

- Lift the handset, or use Handsfree if it is available on your telephone.
- Key 0 and wait for dial tone
- Key the number you require.

Last Number Redial

- Lift the handset, or use Handsfree if it is available on your telephone.
- Key 77 (The last external number you dialled will be redialled)

If your phone is equipped with a redial key you can press it. In this case the last number you dialled, either an internal or external number, will be redialled.

Wake Up Call

- Lift the handset, or use Handsfree if it is available on your telephone.
- Key 718 followed by the time as HHMM (e.g. 7180730 for 7:30 am, 7181930 for 7:30 pm.).
- An interrupted tone confirms that the time is set. If you do not hear this tone, replace the handset and re-enter the code and time.

To cancel a wake up call dial 718*. Confirmation tone is returned.

Appendix A

Charge Band Codes User Table (default values are just samples)

Location of Codes	Type of Calls					
	Local	National	Cellular Phone	International 2	International 2	Free calls
01	2	0	3	00	00	8
02	5					
03	6					
04	7					
05						
06						
07						
08						
09						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

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