



INNLINe IP Voice Mail

FRONT DESK REFERENCE

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INNLINe IP Voice Mail Front Desk Reference

March 2020

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## Introduction

### In This Guide

InnLine IP Voice Mail is a voice messaging and call-handling system created specifically for lodging properties. Now that it is installed, all guest rooms and selected staff members have voice mail activated on their phones.

### Overview of InnLine IP Voice Mail

This manual helps front desk staff members use the front desk administration features of InnLine IP Voice Mail quickly.

### Procedures for using InnLine IP Voice Mail

Chapter 1, Voice Mail overview, explains the fundamental voice mail concepts you need to know. Chapter 2, Voice Mail procedures, guides you through the procedures you will use on a daily basis.

If you are already familiar with voice mail, you can skip directly to Chapter 2 for information on specific procedures.

TigerTMS hopes that your experience with InnLine IP Voice Mail is positive. If you need help, contact your authorized distributor or call us at the phone number printed on the back of this manual.

## Voice Mail Overview

### In this Chapter

- Guest voice mail
- Staff voice mail
- Automated Attendant
- Wake-up calls
- Automated Guest Services
- Guest Group Distribution Lists

In simplest terms, voice mail allows outside callers to leave recorded voice messages for your property's guests and staff. Think of it as an answering machine on each phone. The operator will transfer calls to extensions as before.

Now, however, if an extension is busy or there is no answer after a given number of rings, voice mail will answer and give the caller the option of recording a message, transferring to another extension, or speaking with the hotel operator. Voice mail allows guests and staff to pick up messages they have received without the need for front desk help.

All guest rooms and staff members who use voice mail have been assigned new voice mailboxes, numbered the same as their telephone extension. New recorded messages are stored in the mailboxes until guests and staff call in to the voice mail system, listen to the messages, and dispose of them.

Typically, the message light on a phone will be lit whenever new messages are waiting that have not yet been heard. Once all the new messages are disposed of, the message light will be turned off.

As a front desk staff member, you will use a special administrative voice mailbox (usually assigned to the phones at the front desk) that gives you access to the front desk administrative functions you need to serve guests. InnLine IP Voice Mail is a voice-prompted, menu-driven system. Through voice prompts, the system conveys information, including the options you may choose to proceed at any given time. You interact with voice mail through the use of a telephone's touch-tone keypad.

Every attempt has been made to simplify your interaction with voice mail. However, since InnLine IP Voice Mail is most likely new to you, you need time to learn how to interact with it. The best advice is to simply listen to what the system tells you. It will guide you through most operations.

As you familiarize yourself with the available menus and options in the system, you may choose to type ahead by pressing the telephone keypad buttons for a specific function before the prompts for it are completely voiced. After using voice mail for a while, you quickly learn the keypad sequences required to accomplish a desired function.

Now let's consider specific concepts and features.

## What is Voice Mail, really?

InnLine IP Voice Mail is a computer located in the telephone equipment room. It communicates with your property's telephone system (the PBX), and may also communicate with the property management system (PMS), which controls guest room billing. Each of these is a different system, supported by different companies.

## Guest voice mail

Guest voice mailboxes are activated when guests check into their rooms. In-room literature tells them what to dial to access their voice mailboxes, either to pick up messages or to use the Automated Guest Services (when available). Guest voice mail is highly simplified, and allows guests to hear, save, and delete voice messages without prior experience. At check-out, copies of any remaining voice mail messages for a room are saved to a temporary holding box and the mailbox is cleared for the next guest who will occupy the room. In most cases, this clearing is automatic. If not, front desk staff must manually clear the active guest rooms that have checked out everyday.

## Staff voice mail

While guest voice mail is simplified and tailored to the short-term nature of guest occupancy, staff voice mail is full-featured, as any good business voice mail system should be. Staff voice mail offers enhanced message delivery and notification features. Also, each staff mailbox is protected by a passcode to ensure privacy. InnLine provides a way for front desk staff to reset mailboxes for staff members who have left without revealing the passcode.

## Automated Attendant

The Automated Attendant is a call-control feature of InnLine IP. If your property has chosen to do so, the Automated Attendant will greet incoming callers and instruct them on how to connect with their desired party. This saves callers time and relieves live operators of the burden of answering routine calls, which gives them more time to provide personal service to callers who need it.

## Wake-up calls

If the wake-up call feature of InnLine IP is used at your property, either the front desk staff or the guests themselves can enter wake-up requests into the voice mail system. Wake-up calls through voice mail are performed automatically at the proper time. After three unanswered attempts, voice mail will either generate a report or call the front desk, alerting staff that the room did not answer its wake-up call.

## Automated Guest Services

If installed, this feature provides guests with access to interactive information and other hotel services via their room phones. It is customized according to each property's needs and requirements.

## Guest Group Distribution Lists

Guest Group Distribution is a feature that allows guest mailboxes to be part of a distribution list, either automatically from the PMS, or created manually using a front desk mailbox. A designated leader of the group can then send a voice message to all members within the group.

These are the basic concepts and features of InnLine IP Voice Mail. Now you'll look at the voice mail procedures you will use to accomplish your job.

## Voice Mail Procedures

### In this Chapter

This chapter guides you through the InnLine IP Voice Mail features that you will use on a daily basis.

**Accessing voice mail**

**Automated Guest**

**Services Leaving  
messages**

**Wake-up calls**

**Automated**

**Attendants**

**Reports**

**Guest Distribution Lists**

- Help guests and staff access voice mail.
- Use Automated Guest Services.
- Leave messages.
- Set or cancel a wake-up call
- Manually clear checked-out rooms.
- Set up Automated Attendants.
- Print reports.
- Reset mailboxes and passcodes
- Administer Guest Group Distribution lists

Most of the following procedures require you to call into the voice mail system from one of the front desk phones set up for voice mail administration. Record the voice mail access number here:

<p>To access voice mail, dial:</p> <p>_____</p> <p>From one of these extensions:</p> <p>_____</p> <p>Passcode (if required):</p> <p>_____</p>
---

After dialing the access number, wait for voice mail to answer. Enter the passcode if required. You may then enter the touch-tone sequence for the specific function you require; this sequence is listed at the top of each procedure that follows. (You can also access any administrative function simply by calling voice mail and following the voice prompts.)



## Help guests access voice mail from their room

Guests may call the front desk and wonder how they can pick up their voice messages or use the Automated Guest Services (when available). They will need to access voice mail from their room phone.

Tell the guest to call voice mail, either by dialing the voice mail access number (\_\_\_\_\_) or by pressing the voice mail speed-dial button on the phone. When voice mail answers, the system welcomes the caller to the message center and automatically begins playing any new messages.

After a message has been played, the guest has the following options:

- 1 Save Message
- 2 Delete Message
- 3 Hear Again
- 4 Rewind Message (not prompted)
- 9 Exit

During message playback, the guest can also press:

- 4 Rewind Message
- 5 Pause Message
- 6 Fast Forward Message
- 7 Decrease Play Back Speed
- 8 Increase Play Back Speed

## Guests that have Group Leader sending privileges

Some installations will automatically add guests (based on a group ID received at check in) to a guest distribution list. Typically one of these guests is designated as the “leader” of the group (assigned by using function 81 from a front desk mailbox). This guest will have the ability to send a voice message to all the members of their list, excluding themselves. They can also hear all the members that belong to the list, and assign group leader privileges to another list member.

If no new voicemail messages exist, guest group leaders have the following options:

- |   |   |                                 |
|---|---|---------------------------------|
| 2 | Review saved messages (only prompted if they exist) |                                 |
| 3 | Group Distribution                                  | →                               |
|   | 1   | Send message to your list       |
|   | 2   | Hear all mailboxes in your list |
|   | 3   | Assign or remove a group leader |

If new messages exist, they will be automatically played. Once the new message is deleted or saved, the guest will hear the group sending options as previously described.

## Automated Guest Services (AGS)

This feature allows guests access to a wide variety of special voice mail services:

- Set a wake-up call
- Record a personal greeting
- Choose a passcode for outside message retrieval
- Hear the current time of day
- Send a message to the General Manager
- Locate a party
- Take a tutorial
- Review deleted messages
- Take a survey
- Make direct connections to outside services
- Select a language (If additional languages are available)
- Hear assigned phone numbers (PrivateLine option required)
- Configure call forwarding (InnConnect configuration required)

Guests can access the Automated Guest Services menu by pressing N at any time while in voice mail. The available AGS features for guests were determined at the time of your installation. Contact your TigerTMS distributor to have additional AGS features activated.

## N Leave a Message for Guest or Staff Member

You may want to record a voice message for guests or staff members instead of using paper messages or text messages in the PMS.

Access voice mail and press N for the Send Quick Message function. Enter the number of the mailbox for which you want to record a message. Stay on the line and record the message when prompted.

## K Help Staff Member Access Voice Mail from Outside Property

Sometimes, staff members will call from outside the property and want to access their voice mail. You can send them to voice mail through the Automated Attendant feature.

Tell staff members to wait until voice mail answers, then press K and enter their mailbox number and passcode when prompted. Next, place the caller on transfer-hold, access voice mail, and then complete the call transfer to voice mail.

## 1 Help Guest Access Voice Mail from Outside Property

Guests may call the hotel and want to know if they have received any voice messages while they were away. You can help them access their room's voice mail using the Assisted Guest Mailbox Access function.

You will need to know the room number of the guest who wants to access voice mail. For security reasons, you may want to verify the caller's identity, perhaps by using a piece of information stored in the PMSfolio.

Once you know the guest's room number, put the caller on transfer-hold, access voice mail, and press 1 for the Assisted Guest Mailbox Access function. You will have to enter the guest's mailbox number at this point, which is the same as the telephone extension number of the room. When prompted, complete the call transfer to voice mail.

## 2 Set or cancel a wake-up call

If the wake-up call feature of InnLine IP is used at your property, either the front desk staff or the guests themselves can enter wake-up requests into the voice mail system. Wake-up calls are performed automatically at the proper time.

After three unanswered attempts, the system is programmed either to:

- Generate a report to the front desk fax machine or printer, showing the guest room that did not answer its wake-up call.

OR

- The system will generate a call notification to a specific answer point, such as a front desk phone or the attendant console. Whoever answers the call will be notified which guest did not answer their wake-up call, then prompted to replay the notification or confirm it.

The following report prints if a wake-up call attempt fails.

```
*****
*           G U E S T   W A K E - U P   F A I L E D   N O T I F I C A T I O N           *
*                                                                                       *
*                               Tenant 1                                                 *
*                               06/01/2016 06:00 AM                                     *
*                                                                                       *
*           Take action to awake guest associated with mailbox 105                       *
*                                                                                       *
*****
```

With the appropriate information ready, access voice mail and press 2 for the Set or Clear Wake-up Calls function. Enter the mailbox number of the room for which to process the wake- up call; the number is the same as the telephone extension number of the room.

If a wake-up call is already set for the room, pressing 2 will clear it. Otherwise, you can press 1 to set an additional wake-up call or make a new wake-up call.

Enter the hour (1 through 12) of the wake-up call when prompted. Next, enter the minutes (00 through 59) when prompted. Then press 1 for a.m. or 2 for p.m. You may be prompted to use 1 for Today or 2 for Tomorrow. Finally, press 1 to confirm your entry. You can set additional wake-up calls for the same room by following the same steps.

Note that front desk staff may request a voice mail report outlining the status of wake-up calls in the voice mail system through the Print a Report function, which is described later in this chapter. Also, voice mail can be set up to automatically generate this report at a specific time. For example, a Wake-up Call report could be printed every morning at 2:30 to create a paper copy of pending wake-up calls, which front desk staff could use in case the voice mail system goes down and cannot make the calls itself.

### 3 1 Daily Manual Clearing of Checked-out Rooms

This procedure is only used when InnLine IP Voice Mail is not integrated with a property management system. When InnLine IP is integrated, rooms will automatically be cleared for the next guest whenever a guest checks out.

When InnLine IP Voice Mail is not integrated, it is up to the front desk to call in to the voice mail system each day to clear mailboxes for those rooms that have checked out.

**WARNING: IF THE MAILBOXES ASSOCIATED WITH CHECKED-OUT ROOMS ARE NOT CLEARED, THE NEXT GUEST MAY HEAR THE PREVIOUS GUEST'S VOICE MESSAGES. ALSO, ANY WAKE-UP CALL, GREETING, OR PASSCODE SET FOR THE ROOM WILL NOT BE CLEARED. YOU SHOULD TREAT THIS LIABILITY ISSUE SERIOUSLY.**

Access voice mail and press 31 for the Selectively Clear Active Guest Mailboxes function. You will then hear all the active rooms in the voice mail system, one by one; after each you will be given the option of pressing 1 to clear or 2 to skip to the next active room. Press 1 for each room in which a guest has checked out, and press 2 to skip rooms that still have a guest.

Note that front desk staff may request a voice mail report outlining all the active rooms in the voice mail system through the Print a Report function, which is described later in this chapter.

Also note that voice mail may be set up to automatically generate this report at a specific time. For example, an Active Guest report could be printed every afternoon at 1:30, so that front desk personnel could cross-reference it with the list of that day's check-outs, thereby generating the list of rooms that would need to be cleared that day.

## 32 Manual Clearing of a Specific Room

This procedure is only used when InnLine IP Voice Mail is not integrated with a property management system, as explained in the previous section. Use this function when a specific guest room voice mailbox needs to be cleared for the next guest.

Access voice mail and press **3 2** for the Clear Specific Guest Mailbox function. Enter the mailbox number (the same as the telephone extension number) of the guest phone to clear.

## 33 Move Guest Voice Mailbox to a Different Room

From time to time, you may want to move a guest to a different room after check-in. Some installations will handle this automatically. If yours does not, you will have to do it explicitly using the Move a Guest function. This voice mail procedure will move all guest voice messages and functionality to an unoccupied room's mailbox.

Access voice mail and press **3 3** for the Move a Guest function. Enter the mailbox number of the guest you want to move. Next, enter the mailbox to which you want to move the guest. Press **1** to complete the move.

If the room to which you are moving the guest is occupied, you will be given the option to completely replace the destination mailbox with the moving guest's data, or merge the two.

If you choose to merge the two guests, the destination mailbox will keep its original custom greeting and passcode (if any). Messages and scheduled wake-up calls will be combined.

## 34 Manually Check Guest Mailbox In or Out

This procedure is only used when InnLine IP Voice Mail is integrated with a property management system. When InnLine IP is integrated, check-ins are handled automatically by voice mail. However, cases may arise in which a check-in does not get registered in the voice mail system. When this happens, calls transferred to such a room will not allow the caller to record a message for the guest. Voice mail will answer and tell the caller that it is sending the call to the operator. You can manually check in a room in the voice mail system to alleviate this problem.

Once you know the guest room number to check in, access voice mail and press **3 4** for the function. Enter the mailbox number of the room to check in, which is the same as the telephone extension number of the room. You can also check out guest mailboxes using this function.

**Note:** If you have to use this function more than occasionally, contact your TigerTMS distributor and report that your voice mail-to-PMS interface may have a problem.

## 35 Recover Deleted Messages for a Guest

This useful feature allows you to recover deleted messages for guests. You can recover up to five messages at a time.

Access voice mail and press 3 5 for the Recover Deleted Guest Messages function. Enter the mailbox number of the room for which you want to recover messages, which is the same as the telephone extension number of the room. Next, the system will tell you if there are any messages to restore. If there are, you can press 1 to restore them.

Any messages restored using this function will become new messages in the guest's mailbox, and the message waiting lamp will be turned on.

## 36 Reset a Guest Passcode/Language

A guest uses a passcode when accessing messages from outside the room or property. Typically, passcodes are not required to hear messages from within the room. If your installation requires that guests enter passcodes while in the room to hear messages, this feature allows you to remove the passcode. The guest can then choose a new passcode by accessing the Other Guest Services option within the mailbox.

If additional languages are installed on your system, this function also allows you to reset a guest's mailbox back to English.

## 37 Refresh a Voice Mailbox's Message Waiting Lamp

Message waiting lamps are the small lights installed on each guest room phone and selected staff phones. The lamps are turned On to indicate that new voice messages are waiting to be heard. The lamps are turned Off when no more new messages are pending delivery.

Cases may occasionally arise in which a lamp is not updated properly. If this happens, the lamp will not truly reflect whether new voice messages exist; you can ask voice mail to refresh the lamp state. This is always the first step in solving any problem with a message waiting lamp.

Access voice mail and press 3 7 for the Refresh Message Lamp function. Enter the mailbox number (the same as the telephone extension number) of the phone for which you want to refresh the message lamp.

## 38 Help Previous Guest Access Voice Messages Saved at Check-Out

Guests may call the hotel and want to hear voice messages they had during a previous stay, even though they are now checked out. You can help them access such messages via the Access Previous Guest Messages function.

At check-out time, InnLine IP Voice Mail creates a temporary holding box of any existing voice messages for each room. This holding box will exist for one week after check-out and then be permanently erased.

You will need to know both the room number that the guest had during the stay, and the *month and day of check-out*. For security reasons, you may want to verify the caller's identity.

Once you know the guest's room number and date of check-out, put the caller on transfer-hold, access voice mail, and press 3 8 for the Access Previous Guest Messages function. First, enter the previous guest's mailbox number, which is the same as the telephone extension number of the room they occupied.

If messages were in the mailbox at the time of check-out, the system will speak or spell the guest's name, followed by the time and date of check-out. If the guest's name data for the room is unavailable, the room's extension number will be spoken along with the check-out time and date. Keep in mind that the same room can have multiple records. If the first check-out time and date isn't the one you want, press 2 for the next record.

Once you have the correct check-out record, press 1 to confirm. When prompted, complete the call transfer to voice mail. If you don't hear the check-out time and date you are looking for, no saved messages exist for that previous guest. Retrieve the caller from transfer-hold and tell them.

### 3 9 Administer Guest Phone Numbers\*

You can use this function to print up to three additional cards at a time or change something about the guest's phone number(s) that were assigned during check-in. This function also allows you to assign phone numbers manually if your system is not set up to issue them automatically at check-in.

After pressing 3 9, you will be asked to enter the guest mailbox for which you want to administer phone numbers or print cards. If no number(s) are currently assigned, the system will ask you to press 3 to activate a number. Follow the prompts to assign a number. If numbers are already assigned, the system will present options to hear, cancel, or print the numbers (if printing is enabled).

\* For systems with PrivateLine.

## 4 Print a Report

Your system may be set up to automatically generate the reports you need each day. However, you can still print a report at any time using the Print a Report function.

Access voice mail, press 4 for the Print a Report function, and then select the report you want to generate. Press:

- 1 1 for the Active Guest Report
- 1 2 for the Wake-up Call Report
- 1 3 for the Guest Mailbox Report
- 1 4 for the Phone Number Status Report\*
- 1 5 for the Phone Number Billing Report\*
- 1 6 for the Mailbox Activity Report
- 1 7 for the Maid Status Report
- 1 8 for the Guest Group Distribution Lists Report
- 4 1 for the Staff Mailbox Report
- 7 1 for the Port Usage Report

- 7 2 for the System Activity Report
- 7 3 for the Inbound Call I.D. Report
- 7 4 for the DAPI Message Report
- 7 5 for the Call Forward Usage Report\*\*

The requested report will be generated as soon as possible. At your property, reports are sent to the following location: \_\_\_\_\_

\* Report applies to systems with PrivateLine.

\*\* Report applies to systems with InnConnect configurations.

## 5 3 Leave a Message for All Checked-in Guests

You may want to record a voice message and deliver it to all checked-in guests.

Access voice mail and press 5 3 . The system will ask you to enter a mailbox or distribution list to which to send the message. Press N N 0 (All Guests System Distribution List) and follow the prompts to record the message. After recording the message, press any touch-tone key to end the recording.

Press 1 to send the message, or press 6 to select special sending options.

You may find it useful to choose the Time Limit delivery option, especially if InnLine IP is not interfaced with your property management system (PMS).

If there is no PMS interface, the message will be sent to ALL guest rooms instead of just the checked-in rooms. If you apply the Time Limit delivery option before sending, then the message will be deleted from all guest mailboxes within the time period you specified. For example, if you want all unread messages to be automatically deleted from the guest mailboxes within a few hours after sending, enter 0 as the number of days in the future, then the 24-hour time of expiration.

## 6 Reset a Staff Mailbox Passcode\*

If a staff member forgets his or her passcode, you can return the staff mailbox passcode to its default setting of 9876 with this feature. Note that *only the passcode* is reset. Nothing happens to the custom recording or messages in the mailbox.

If a staff mailbox needs to be reset for a new user, this is not the function to use.

\*This feature can only be activated by the TigerTMS distributor or a system administrator.

## 7 Reset a Staff Mailbox for a New User\*

This feature allows you to completely reset a staff mailbox. Using this function will change the passcode to the default (9876) and remove all custom greetings. You will also have the option of permanently removing any existing messages or keeping them for the new user.

\*This feature can only be activated by the TigerTMS distributor or a system administrator.

## 8 Guest Group Distribution Lists

This feature allows you to designate a guest (or guests) as a “group leader” to a group distribution list that has already been created based on the Group ID information of the check-in message the voicemail system received. Typically guests are deemed leaders of their own group, but guests may be leaders of more than one group. You may also manually create new groups, modify them and delete these groups from within the option 8 menu:

- 1 Assign or remove a group leader from a distribution list
- 2 Create a new distribution list
- 3 Modify a distribution list
- 4 Delete a distribution list

Lists created from the PMS

If your properties guest group distribution lists are automatically created in the voicemail (based on the Group ID received at check-in), then all that’s required is to assign a group leader to this list. Printing a guest group distribution lists report will show all the groups that are present:

### Example of Report

```

*          * * * * *
*      G R O U P   D I S T R I B U T I O N   L I S T S   R E P O R T
*
*          Hotel NAME
*          06/01/2016 5:00p
*
*
*      Lists all group distribution lists that are available. Includes
*      group name, number of members, PMS created, or number (if manually created).
*      Leaders are mailboxes that have message sending privileges for a list.
*
*
* * * * *
    
```

ID	List Group	Mailboxes
0000	ITW	7201, 7205, 7303, 7310, 7315, 7415

In the example above, a guest group distribution list with the name “ITW” has six members. Using function **8 1**, assign 7415 as the group leader.

<sup>1</sup> Innovation Hospitality Interface (INNHI) or Micros-Fidelio FIAS Interface is required for receiving Group ID's within the check-in message.

Once this is done, the report will reflect this:

**Example of report:**

```

* * * * *
*
*           G R O U P   D I S T R I B U T I O N   L I S T S   R E P O R T
*
*                               H o t e l   N A M E
*                               06/01/2016 5:00p
*
*   Lists all group distribution lists that are available. Includes
*   information about members and leaders of distribution lists. The list
*   group may be letters (if PMS created) or numbers (if manually created).
*   Leaders are mailboxes that have message sending privileges for a list.
*
* * * * *

ID   List Group                               Mailboxes
====
0000 ITW                               7201, 7205, 7303, 7310, 7315, 7415
                                         Leaders: 7415
    
```

After you have assigned a group leader, nothing else is required. The leader you assigned can now send voice messages to only the guests in this group. If more guests check-in with the same group id, they will automatically be added to this list. The guests are automatically removed from the list as they check-out. Once the last guest checks out, the list is automatically removed from the system.

Creating lists manually

If your property management system does not provide a group identifier, you may still utilize this feature by creating a list manually. Using function **8 2** the system will automatically choose a group number to create the list. The system will then prompt you to add individual mailboxes to the list, or to add a range of mailboxes to the list.

Menu options:

- 1 Add individual mailboxes to list
- 2 Add a range of mailboxes to list
- 3 To remove individual mailboxes from list
- 4 To remove a range of mailboxes from list
- 5 To hear all the mailboxes in list
- 6 To assign or remove a group leader from list
- 7 To cancel and delete this list

Once the list has been created, you may then assign a group leader from within this menu using function 6 or later at the top level of using function 8 1 .

## Guest Group Class of Service Mailbox

This feature<sup>2</sup> allows you create a service class based on a guest's group identifying number or name, which can give you the ability to send the following messages to that group of checked in guests automatically:

- Check In Message (sent immediately at check in)
- Comfort Message (sent on day 2 of the guests stay, usually after 11am)
- Check Out Message<sup>3</sup> (sent the evening before the guest checks out, usually after 8pm)

In order for this feature to be effective, you must create the class of service and record the automatic messages you intend on sending BEFORE the first guest of that group checks in. It is also advisable to know which messages you want to record. Have them scripted out prior to creating the service class. This will make configuring the service class easier.

This feature is not accessible within the front desk mailbox menu itself. Your servicing distributor will configure a special mailbox for this function, and provide you its number and passcode. Once you have this information, log into this mailbox to create a new or maintain an existing service class.

Guest Group Service Class Mailbox#:	
Passcode:	

### Create a new Guest Group Service Class

After accessing the mailbox, you will be at the top menu. Press **1** to create a new service class. Follow the prompting instructions to create a service class using letters or numbers. Each letter or number must be confirmed one at a time before moving on to the next character. Once you are finished creating the string of numbers or letters, press the **K** to finish. The system will speak back the letters or numbers you used to create the service class. Press **1** to confirm. The system will now move to the next step, recording and activating which automatic messages you want to send this group. Listen to the menu to select which message you want to record first. Press **1** to record a check in message, press **2** to record a comfort message, or **3** to record a check out message.

After selecting which message you want to record, the system will inform you that the recording is not yet set. Press **1** to record the message. After recording, the system will give you the opportunity to review and rerecord if necessary. If no review or rerecord is needed, press **1** to accept the recording. Then press **2** to enable (make active) the recording in the service class.

Listen to the prompting to record and active the other two messages. To recap, creating a new service class requires these steps:

- Create a service class based on the number or letter identifier(s) that will belong to the group of guests.
- Record and activate automatic messages that will be delivered to guests with that group number.

<sup>2</sup> Your PMS must provide the group identifier within the check-in message to InnLine voicemail for this feature to function.

<sup>3</sup> Departure date information within the check-in message is required for this message to be sent automatically.

### Edit an existing Guest Group Service Class

If you need to change something after you created the service class, access the guest group service class mailbox. Press **2** to configure (edit) an existing service class. Follow the prompts to active/deactivate or rerecord a new message.

### Delete a Guest Group Service Class

If you need to delete a Guest Group Service Class entirely from the system, access the guest group service class mailbox. Press **3** to delete an existing service class. Follow the prompts to remove this service class from the system.

## Property troubleshooting

**PROBLEM:** After transferring a call to a guest or staff extension, voice mail does not pick up. The caller “recalls” to the operator instead.

**SOLUTION:** *Check to see if the extension to which you transferred the call has “call forwarding or coverage” to voice mail. If you don’t know how to check this, contact the company that services your hotel’s telephone switch (PBX).*

**PROBLEM:** A guest calls voice mail from their room, hears the prompt “You have reached an unoccupied guest room, please hold,” and is transferred to the operator.

**SOLUTION:** *The voice mail system did not receive the check-in message for that guest. Manually check in the guest mailbox using the Manually Check Guest Mailbox In or Out function of your frontdesk mailbox.  
WARNING: If this happens repeatedly, the voice mail and PMS interface may have a problem. Contact your TigerTMS distributor to determine where the problem exists.*

**PROBLEM:** The voice mail system answers a call transferred to a room with “You have reached an unoccupied guest room, please hold,” and the caller is transferred to the operator.

**SOLUTION:** *The mailbox for the room is not checked in. Check to see if you made an error in your transfer (did you transfer the caller to an unoccupied room?). If the room is shown as “checked in” in your property management system (PMS), manually check in the guest mailbox using the Manually Check Guest Mailbox In or Out function of your front desk mailbox.  
WARNING: If this happens repeatedly, the voice mail and PMS interface may have a problem. Contact your TigerTMS distributor to determine where the problem exists.*

**PROBLEM:** Calls transferred to a room or staff extension go directly to the voice mail system.

**SOLUTION:** *This problem may occur for several reasons:*

- *The extension is in use.*
- *The extension has “forward always” programmed on it.*
- *The extension has “do not disturb” programmed on it.*
- *The extension has been left “off hook.” This is a very common occurrence when a room has two telephones. If one is accidentally off hook, the line will always appear as “busy.”*

- PROBLEM:** A staff member has forgotten their mailbox passcode.
- SOLUTION:** *If your front desk mailbox has permission, you can use the Reset a Staff Mailbox Passcode function. If your mailbox does not have this ability, contact your TigerTMS distributor for activation of this feature.*
- PROBLEM:** The phone's message lamp is lit, but there are no new messages in the mailbox.
- SOLUTION:** *Try using the Refresh a Voice Mailbox's Message Waiting Lamp function of your front desk mailbox. If the problem remains, check to see if another device (e.g., your attendant console) has turned on that phone's message lamp. Some telephone switches allow you to turn off the light by dialing a "cancel message" feature access code. Contact the company that services your hotel's telephone switch (PBX) if you need help with this.*
- PROBLEM:** A guest says that the message lamp did not go out after checking messages.
- SOLUTION:** *In most cases, the guest probably just hung up the phone without deleting or saving the message. To verify this, generate a Guest Mailbox Report to confirm whether the mailbox still has any new messages. Then ask the guest to listen to the message(s) again and select an option to delete or save the message(s).*
- PROBLEM:** Wake-up calls are not being delivered. (This problem only applies if the voice mail system is set to generate wake-up calls.)
- SOLUTION:** *Generate a Wake-up Call Report to see if a wake-up call was set to go to the room(s) in question. You may want to quickly test the feature by setting a test wake-up call for a room. If the call is not delivered, contact your Connected Guests distributor for assistance.*

**Authorized Distributor:**

**TiGER**tms