

Front Desk Quick Reference Guide

INLINE IP

Help Guest Access Voice Mail From Their Room

Tell the guest to dial voice mail at _____, OR, press voice speed dial button (if available)

Leave Voice Message for Guest or Staff Member

Access voice mail / press **N** / enter room or staff extension / stay on line to record voice message

Help Staff Member Access Voice Mail From Outside Property

Tell them to press **K** when vm answers / transfer hold / access vm / complete transfer when vm answers

Help Guest Access Voice Mail From Outside Property

Transfer hold / access vm / press **1** / enter room extension / complete transfer when prompted

Set Wake-up for Guest Room

Access vm / press **2** / enter room extension / press **1** / enter hour / enter minutes...

Cancel Wake-up for Guest Room

Access vm / press **2** / enter room extension / press **2** / press **1** to confirm cancel

Daily Manual Procedure for Clearing Checked-out Guest Rooms

Access vm / press **3 1** / for each room: press **1** to clear (if checked-out) or press **2** to skip

Manual Procedure for Clearing a Specific Guest Room

Access vm / press **3 2** / enter room extension

Move Guest Voice Messages to Different Room

Access vm / press **3 3** / enter room extension to move from / enter room extension to move to

Manually Check Guest Mailbox In or Out (PMS integrated systems only)

Access vm / press **3 4** / enter room extension to check in or out

Undelete Guest Messages(s)

Access vm / press **3 5** / enter guest extension / press **1**

Reset a Guest's Passcode/Language

Access vm / press **3 6** / enter room extension / follow instructions...

Refresh Guest Room Message Waiting Lamp

Access vm / press **3 7** / enter room extension

Help Previous Guest Access Saved Voice Messages (within one week of check-out only)

Transfer hold / access vm / press **3 8** / enter room extension / follow instructions...

Administer Guest Phone Numbers (systems with PrivateLine only)

Access vm / press **3 9** / enter room extension / follow instructions...

Print Voice Mail Report(s)

Access vm / press **4** / follow instructions to print desired report

Accessing Voice Mail

Most of the front desk voice mail procedures require one to call into the voice mail system from one of the front desk phone set up for voice mail administrative functions.

To access voice mail, dial:

From one of these extensions:

Passcode (if required)

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.

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Call Transfer Operation

Some procedures require one to place a caller on “transfer hold”, so that the voice mail may first be accessed, and then the transfer is completed to connect the caller with the voice mail system. Here are instructions for your system:

Step 1: _____
Step 2: _____
Step 3: _____
Step 4: _____
Step 5: _____

Forwarding Phones to Voice Mail

Guest and staff extensions which are assigned voice mail boxes must be “forwarded” to voice mail. This means that the extensions must be programmed in the telephone system to send callers to the voice mail whenever the extension is busy, or after a programmed number of rings. Here are instructions on how to forward extensions to voice mail for your system:

Step 1: _____
Step 2: _____
Step 3: _____
Step 4: _____
Step 5: _____