

HiPath Hotel Entry

Communication solution for small and medium-sized hotels

HiPath Hotel Entry is an intelligent communication solution for controlling the most important operating tasks in small and medium-sized hotels (15 to approx. 50 rooms). This system is operated by means of a user-friendly reception telephone known as Memory Desk.

The most important functions of HiPath Hotel Entry are:

- Check-in/out with COS changeover
- Group check-in/out
- Room status display and administration
- Call detail recording and evaluation
- Name entry for caller identification
- Hotel-specific user guidance on the display
- Telephone booth administration
- Wake-up service in eight different languages
- Printout of guest invoices in two different currencies (e. g. DM and Euro)

HiPath Hotel Entry does not require DP/PC-based hotel solutions and is therefore a cost-effective communication tool for hotels.

Using the Memory Desk reception telephone is child's play, even for users with no PC experience: operation is fast and reliable thanks to display-based interactive user guidance, three dialog keys, and LEDs on the programmable keys.



Features

Check-in/check-out with COS changeover

The **check-in** procedure changes the room status to "occupied". The room telephone is automatically assigned to the guest and call charges are recorded.

On check-in, the name and the language of the guest can be entered for the wake-up service and display information. In the case of quick check-in, an entire tour group, for example, is checked in under the same entries. Data pertaining to the individual guests can be completed subsequently.

Rooms that are already occupied are indicated by illuminated LEDs on the add-on device. Free rooms are indicated by unlit LEDs.

The **check-out** procedure changes the room status to "clean". The telephone charges are displayed as a total value and a telephone charge invoice can be printed out.

A detailed invoice printout is available for a particular room until the next guest checks in to this room. A check-out operation is rejected if the guest in question is conducting a call. This ensures that the guest's call charges are recorded.

HiPath Hotel Entry ensures that **COS changeover** is automatically performed on check-in and check-out. Every room is set to "trunk access" on check-in so that external calls can be made. On check-out, the room is set to "outward restricted" so that only calls can be accepted.

Name entry for call identification

The name of the guest is automatically entered in the Hicom® database on check-in and deleted on check-out. The guest's name and number are displayed on an appropriate digital telephone in the case of an internal call. Even if reception calls the guest, for example, the guest's name and number are displayed. This enables reception personnel to address the guest personally.

Call detail recording and evaluation

Hicom records the call charges incurred at the hotel and transfers them to HiPath Hotel Entry. HiPath Hotel Entry automatically books the toll calls to the guest account.

Room-specific call charges can be displayed at the reception telephone and printed out at any time.

Intermediate billing is possible. In this case, the relevant call charges are marked "paid". The guest's telephone bill is itemized, i.e. it shows the date, time, destination number and call charges for each call.

Call charges billed to the guest account are deleted when the next guest checks in to this room.

Telephone booth administration

Extensions can be configured as "Booth 1/2" in HiPath Hotel Entry and released on a case-by-case basis. The call charges incurred by a telephone call are totalled and displayed with an immediate print-out.

Wake-up service

For a reliable wake-up service, simply enter a wake-up request at the guest or reception telephone. The wake-up service is available in German, English, French, Portuguese, Dutch, Italian, Czech and Spanish.

Entering data at the guest telephone with acoustic user guidance

The guest enters the desired wake-up time directly at his/her guest telephone. The guest is guided through this operation by voice messages. This function is initiated by pressing a specially configured key or by entering a code. The guest is informed acoustically of any existing wake-up requests.

If the wake-up time is changed, the last wake-up time entered is always valid.

Entering data at the reception telephone

A wake-up time can be administered for each guest/room.

HiPath Hotel Entry stores the wake-up requests in a wake-up list and activates the wake-up call, whereby the guest is called and connected to an internal announcement in the desired language (eight different languages possible). HiPath Hotel Entry can only ever initiate one wake-up call at a time. If a number of wake-up calls were requested for the same time, these are queued and performed at 30-second intervals.

In the case of an unsuccessful wake-up call (guest does not respond to the call), the call is repeated twice at five-minute intervals and signalled both acoustically and visually at the reception telephone. Successful/unsuccessful wake-up calls are registered and logged by HiPath Hotel Entry.

A wake-up request can also be activated as a group call and thus only has to be entered once.

A programmed wake-up request is automatically deleted on check-out.

Room status administration

The room status defines the current availability of rooms.

The room status is automatically changed from "free" to "occupied" on check-in. The status is set to "clean" after check-out. It is not reset to "free" until the room has been cleaned. Room status can be changed by entering data via the reception telephone or the guest telephone.

Rooms that are not yet "free" are indicated by a flashing LED at check-in request.

Current room status overviews can be printed out as a list or displayed at the reception telephone. In addition to the status, wake-up calls entered and outstanding call charge totals are also displayed.

Time zone tables

Call charge pulses are not signalled by all carriers for external calls. In these cases, call detail recording must be calculated on the basis of call duration and the telephone number dialled (zone). HiPath Hotel Entry supports the configuration of different time zone tables.

Second currency

All call charge printouts can be supplemented with a second currency. The selection of the currency code and the conversion factor can be administered at the reception telephone by the hotelier using a protected password.

Although this feature is intended for the introduction of the Euro, it can also be universally configured to show any currency used. Guest-specific currency combinations, however, cannot be set.

Message waiting lamp

A message waiting lamp on the guest telephone (optiset E entry) can be enabled or disabled from HiPath Hotel Entry. A message waiting is thus indicated at the guest telephone by an illuminated LED. A connection is automatically set up to the person who sent the message (reception telephone) by lifting the handset and pressing the key next to the message LED.

Reception telephone

The entire administration of HiPath Hotel Entry is performed via the "Memory Desk" reception telephone.

This comprises a permanently configured connection between an optiset E memory system telephone and a key module (add-on device) for hotel-specific features.

The reception telephone's user interface supports eight languages. Up to three extra key modules can be added to the reception telephone for room visualization purposes.

The hotel-specific features are activated via fixed, permanently programmed function keys located on the first add-on device. Fixed function keys are available for the following functions:

- Check-in
- Check-out
- Payment (telephone call charges)
- Room status
- Wake-up request entry
- Wake-up request deletion
- Checking and assignment of activated hotel features
- Trunk access yes/no
- Message waiting lamp on/off

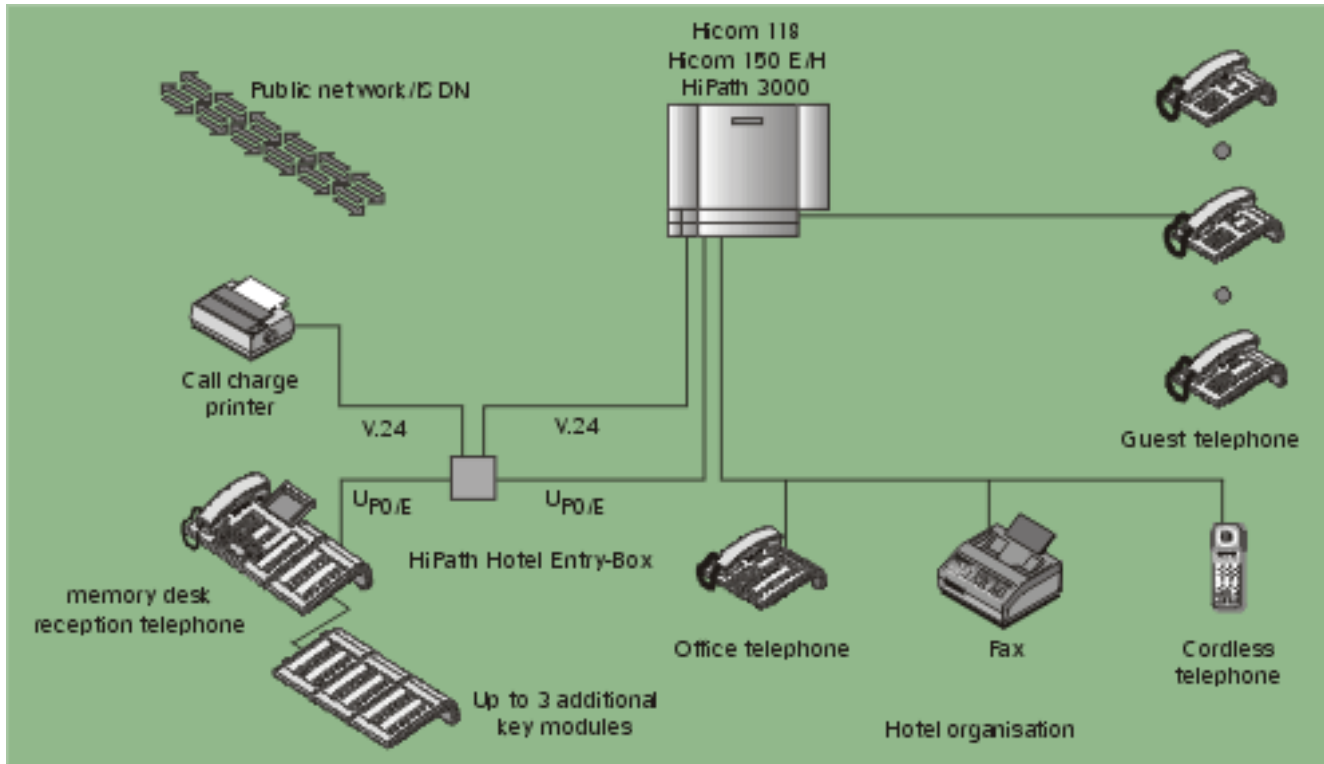
The fixed function keys are thus used as short cuts for the rapid activation and deactivation of hotel-specific features as well as for indicating which features are activated for a particular room/telephone.

- Hicom 100 E
 - model 118 from V2.01(+)
- Hicom 150 E
 - model OfficePoint V1.0
 - model OfficeCom V1.0
- Hicom 150 H V1.0
- HiPath 3000
- A U_{PO/E} interface is provided in the communication system for connecting the HiPath Hotel Entry box
- Call charge printer
 - V.24 interface
- **Product software** Version 2.0



Reception telephone

System configuration



The information in this document contains general descriptions of the technical options available, which do not always have to be present in individual cases. The required features should therefore be specified in each individual cases at the time of closing the contract.