MITEL

FRONT DESK USER GUIDE

MITEL | it's about **YOU**

Ask your System Administrator to help you complete this information.

Write down the following important numbers, and keep them handy while you are using the voice mail system:

Voice Mail System Access Number: _____

Your Front Desk Mailbox Number: _____

Default Passcode: _____

Write your System Administrator's name and extension number in case you need help with the voice mail system.

Name: _____

Extension: _____

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

Mitel is a trademark of Mitel Networks Corporation.

Other product names mentioned in this document may be trademarks of their respective companies and are hereby acknowledged.

<div align="center">

Front Desk User Guide

July 2005

</div>

Table of Contents

About this Document

This guide is intended for a front desk attendant in a hotel or motel. It provides instructions on how to use the front desk mailbox features of the voice mail system.

Getting Started

The voice mail system provides an automated system for handling telephone calls and taking messages. The system also provides front desk mailboxes and guest mailboxes for hotel or motel applications.

About Guest Mailboxes

Guest mailboxes are assigned to the telephone extension in each guest room. Guest mailboxes provide guests with basic voice mail functionality.

Guests can perform the following functions:

- play messages that they have received;
- create their own greetings;
- set their own wake-up calls.

When you transfer a call to the guest's phone, the caller can leave a voicemail message if the guest doesn't answer.

About the Front Desk Mailbox

As a front desk attendant, you use the front desk mailbox to administer the guest mailboxes. From the front desk mailbox, you can perform the following functions:

- help guests access their messages;
- set the status of a guest mailbox to checked-in;
- set the status of a guest mailbox to checked-out;
- set the language for the mailbox voice prompts (language selection is an optional feature that may not be available on your system);
- move a guest's messages to another mailbox;
- access a guest's mailbox;
- access the standard voice mail features (the front desk mailbox provides access to the Main Menu options for the front desk extension mailbox).

Preparations

Before accessing the front desk mailbox, you need the following information:

- The system access number. Your System Administrator will give this to you; record it at the beginning of this guide for future reference.

- The front desk mailbox number. Your System Administrator will give this to you; record it at the beginning of this guide for future reference. It is usually the same as the front desk extension number.

- A passcode for the front desk mailbox. Your System Administrator will tell you the length of passcode to use (between 3 and 6 digits). The default passcode is all 1's. Change the default passcode to a series of digits (same quantity of digits as the default passcode).

- A greeting. This greeting is what callers hear when they call the front desk and you are unable to take their calls.

Setting the Front Desk Mailbox Passcode and Greeting

1. At the front desk telephone, lift the handset and obtain the dial tone (or use handsfree dialing).

2. Dial the system access number.
   The system prompts you for your passcode.

3. Enter the default passcode: 1 1 ... 1
   The first time you call, your default passcode is all 1's.

4. Press 1 to continue.

5. You are prompted for a new passcode (you must change the default passcode). Your new passcode must have the same number of digits as the default passcode. Do not use all 1's again, and do not use the [*] or [#] characters. Enter your new passcode.

6. You are asked to re-enter your new passcode for confirmation. Enter your new passcode again.

7. You are asked to record your name. Say the name of your hotel or motel, for example:

   "front desk of ABC Motel "

8. Speak immediately after the tone, and press any key when you have finished.

9. Press 1 to accept, 2 (ABC) to review, or 3 (DEF) to discard the name and re-record it.

10. The system prompts you for a greeting. Keep it short and professional. Here is a sample greeting:

"You have reached the front desk of ABC Motel. We can't answer the phone right now, so please leave your name, number, and a short message. We will get back to you as soon as possible."

11. Press ⌊1⌋ to accept, ⌊2⌋ to review, or ⌊3⌋ to discard the greeting and re-record it.

You have now successfully set up the front desk mailbox.

Accessing the Front Desk Mailbox Menu

To access the front desk mailbox menu, perform the following steps:

1. Lift the handset.
2. Dial the system access number.
3. When you are prompted, enter the passcode for the front desk mailbox.
4. Choose from the following menu options:

[2 ABC] **Login for Guest:** Help guests access their voicemail messages.

[4 GHI] **Check In:** Set the guest mailbox status to checked-in.

[6 MNO] **Check Out:** Set the guest mailbox status to checked-out.

[8 TUV] **Move:** Transfer a guest's messages and greeting to another voice mailbox.

[5 JKL] **Login for Access:** Access a guest's mailbox.

[7 PRS] **Language:** Set the language for the mailbox voice prompts (language selection is an optional feature that may not be available on your system).

[3 DEF] **Access Front Desk Mailbox:** Access the front desk mailbox options. Note that after you access the front desk mailbox options you cannot return to the front desk menu. To get back, you must exit and log back in again.

Helping Guests Access their Messages

If a guest calls the front desk and wants to check his or her voicemail messages, perform the following steps:

1. Press the **Trans/Conf** key to place the guest on hold.
2. Dial the system access number.
3. When the system answers, enter the passcode for the front desk mailbox.
4. Press [2 ABC]. The system prompts you for the guest's voice mailbox number.
5. Enter the guest's mailbox number.
6. Wait for the prompt "You may now complete the assisted login".
7. Hang-up. The guest is transferred to the guest mailbox.

Setting the Guest Mailbox Status

Checking Guests In

When you check a guest into a room, set the status of the guest mailbox to "checked in". A guest mailbox that is set to "checked in" can accept new messages.

1. Dial the system access number.

2. When the system answers, enter the passcode for the front desk mailbox.

3. Press ▣ GHI 4 to set the status to "checked in." The system prompts you for the guest's voice mailbox number.

4. Enter the guest mailbox number for the room.

5. If prompted, press ▣ PRS 7 to select the language for the voice prompts the guest hears when using the voicemail system. (Language selection is an optional feature that may not be available on your system.)

   If the mailbox number is valid and if the guest mailbox status is currently set to "checked out", the system will change the status to "checked in". Otherwise, you will receive the following message, "The mailbox is already checked in".

   Any messages from the previous guest are deleted when the status changes from "checked out" to "checked in".

Checking Guests Out

When you check a guest out of a room, set the status of the mailbox to "checked out". A guest mailbox set to "checked out" cannot accept new messages.

1. Dial the system access number.

2. When the system answers, enter the passcode for the front desk mailbox.

3. Press ▣ MNO 6 to set the status to "checked out".   The system prompts you for the guest's voice mailbox number.

4. Enter the guest mailbox number for the room.

   If the mailbox number is valid and if the guest mailbox status is currently set to "checked in", the system will change the status to "checked out". Otherwise, you will receive the message, "The mailbox is already checked out".

   Note that the messages in a "checked out" mailbox are not deleted until the status is set to "checked in".

Moving a Guest's Mailbox

If you move a guest to another room, you must also move the guest's mailbox greeting and messages. Before you can move the guest's mailbox, the following conditions must apply:

- the guest's current mailbox must be set to "checked in";
- the destination mailbox must be set to "checked out".

To move a guest's mailbox, perform the following steps:

1. Dial the system access number.
2. When the system answers, enter the passcode for the front desk mailbox.
3. Press $\boxed{\substack{TUV \\ 8}}$. The system prompts you to enter the current mailbox number of the guest.
4. Enter the guest's current mailbox number. The system prompts you for the mailbox number of the room to which you want to move the guest's greeting and messages.
5. Enter the mailbox number of the room that the guest is moving into.
6. If the destination mailbox number is valid and if the status of the mailbox is currently "checked out", the guest's greeting and messages are copied to the mailbox.

Accessing a Guest's Mailbox

You can access a guest's mailbox to perform the following tasks:

- check the guest's messages;
- set a greeting for the guest's mailbox;
- set a wake-up call for the guest.

To access a guest's mailbox, perform the following steps:

1. Dial the system access number.
2. When the system answers, enter the passcode for the front desk mailbox.
3. Press $\boxed{\substack{JKL \\ 5}}$. The system prompts you to enter the mailbox number of the guest.
4. Enter the guest's mailbox number. The system announces the number of messages in the mailbox.
5. Select an option from the Guest Main Menu and follow the prompts.

Accessing the Front Desk Mailbox Options

From the front desk menu, you can access the front desk mailbox options. After you access these mailbox options, you can check the front desk mailbox for messages, send messages to other mailboxes, change the front desk mailbox greeting, change the front desk mailbox passcode, and so forth.

To access the front desk mailbox options, perform the following tasks:

1. Dial the system access number.
2. When the system answers, enter the passcode for the front desk mailbox.
3. Press $\boxed{\substack{DEF \\ 3}}$.
4. Select an option. Refer to the Voice Mail User Guide for more information. Note that after you access the front desk mailbox options, you cannot return to the front desk menu. To get back to the front desk menu, you must exit and log back in again.