HITACHI
Telecommunications

HCX5000 System

Application Notes

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ANI Block

Release

8.0 HCX5000 feature

Description

Automatic Number Identification (ANI) Block enables a user to display or withhold Caller ID to called parties. This feature is supported internal HCX5000 to guest room calls and HCX5000 to Central Office calls over PRI.

The CMAT System Class setting determines the format of the display.

Operation

This feature can be:

- Enabled or disabled from the CMAT for individual stations by BCL
- Overridden by stations on a call-by-call basis using Feature Access Codes (FAC).

Restrictions

ANI Block is not supported for the following types of calls:

- 911
- Callme
- Feature Transparency Network (FTN)
- HCX5000 to PSTN, when CCS connectivity is unavailable
- HCX5000 to PSTN PRI, when PRI calls over trunk do not subscribe to these features:
  - Calling Party Number Presentation
  - Privacy Change Allowed
- Non-PRI CO

Setup

To activate ANI Block, setup the following items.

To setup this item...	Use the following screen...
System Class	2.1.2.1 (page 5)
Feature Access Codes (FAC)	2.1.3.3 (page 5)
Basic Class (BCL)	2.1.4.2 (page 4)

Details about setting up these items follow.

System Class settings

Use screen 2.1.2.1 (page 5) to setup the station to room (STA to Room) System Class setting.

System Class settings for station to room ANI display setup determine what caller ID information is presented to guests (room-type phones) when a call is received from another guest or from an administration station.

The table below shows the options for the System Class.

WHEN the System Class setting is...	THEN the Caller ID displays...
0:NONE	no information.
1:NUMBER	the caller's phone number.
2:NAME	the first five characters of the caller's last name, followed by "PRIVATE #".
3:BOTH	both the caller's phone number and name.

Exception: Caller ID information does not display for external PRI calls.

Feature Access Code (FAC) setup

Use screen 2.1.3.3 (page 5) to setup the ANI Privacy and ANI Publicity FACs.

Users can override their BCL and System Class settings by entering a FAC to activate ANI Privacy or ANI Publicity on a per-call basis.

The table below shows the options for the FAC.

WHEN the FAC is...	AND the call is placed...	THEN the user's Caller ID...
ANI Privacy	to an outside line	does not display.
ANI Privacy	to an administration phone (the service type is **ADM**)	displays name and number, but not account or authorization codes.
ANI Privacy	to a room (the service type is **Room**)	displays dependant on the STA to Room System Class setting (screen 2.1.2.1).
ANI Publicity	anywhere	displays to called parties.

Basic Class (BCL) settings

Use screen 2.1.4.2 (page 4) to setup the BCL.

The setting made in a user's BCL, determines whether or not ANI Block is supported for the user.

The table below shows the options for the BCL.

WHEN ANI block BCL is...	AND the call is placed...	THEN the user's Caller ID...
Y	to an outside line	does not display.
Y	to an administration phone (the service type is **ADM**)	displays name and number, but not account or authorization codes.
Y	to a room (the service type is **Room**)	displays dependant on the STA to Room System Class setting (screen 2.1.2.1).
N	anywhere	displays to called parties.

Note: An FAC can override the BCL setting for an individual call.

Feature Interactions

The table below shows how ANI Block interacts with other HCX5000 system features.

Feature	ANI Block Interaction
Account or Authorization Codes	When used with the FAC, ANI Privacy, account or authorization codes are private.
Call Accounting	A station's CID is stored for call accounting regardless of its ANI Block status.
Call Forward Cover All Busy No Answer	ANI Block applies to these features based on the station’s BCL and System Class settings.
Callme Callme Return	ANI Block is unavailable when Callme is initiated.
E911	ANI Block is unavailable for 911 calls.
Last Number Redial	ANI Block applies based on the station’s BCL settings.
Wakeup Registration	Wakeup registration is unavailable when used with an FAC, ANI Privacy or ANI Publicity.

Attendant Intraflow

Release

8.0 HCX5000 feature

Description

Attendant Intraflow is an attendant queue management feature designed for periods of heavy incoming traffic. Attendant Intraflow directs incoming calls to a designated attendant overflow point (which can be an automated attendant system) after a certain amount of time.

Attendant Intraflow differs from the Attendant Overflow feature, which routes incoming central office trunk calls to an overflow point based on the number of calls are in the attendant's incoming queue.

Application

Attendant Intraflow applies to the following types of calls:

- analog or T1 calls to Listed Directory Number (LDN)
- PRI calls to LDN
- TIE line calls to Dial 0
- CO ringdown trunks to Attendant
- DISA calls to Dial 0
- station information calls

Attendant Intraflow **does not** apply to the following types of calls:

- cover and transferred calls to the Attendant
- recalls to the Attendant
- PRI calls to Dial 0

Setup

To activate Attendant Intraflow, setup the following items.

To setup this item...	Use the following screen...
Attendant Queue Intraflow	2.1.2.1 (page 2)
Attendant Queue Intraflow Timing	2.1.2.3 (page 5)
Attendant Overflow Transfer Number	2.1.9.3.10

Details about setting up these items follow.

Attendant Queue Intra-flow settings

Use screen 2.1.2.1 (page 2) to enable Attendant Queue Intraflow. Set to Y to activate Attendant Queue Intraflow.

Attendant Queue Intra-flow Timing settings

Use screen 2.1.2.3 (page 5) to set the timing for Attendant Queue Intraflow.

The Attendant Queue Intraflow timer determines the length of time incoming calls are held in the Attendant Call Queue before going to the Attendant Overflow Transfer Number.

The default time for the Attendant Queue Intraflow timer is 16 seconds.

The table below shows how the Attendant Queue Intraflow timer attends to different calls.

For this type of call...	The Attendant Queue Intraflow timer begins when...
station to station	the call enters the Attendant Call Queue
trunk	these timers expire: • Attendant Delay Answer • Attendant Delay Answer Announcement

Note: For trunk calls, the DELAY ANNOUNCEMENT TGN must be assigned in screen 2.1.9.3.11.

Attendant Overflow Transfer Number settings

Use screen 2.1.9.3.10 to assign a station number as an answering point for overflow calls. This extension is the same as the Overflow Transfer Number.

If the intraflow point is designated as a voice mail station then no mailbox digits are sent and the voice mail sends the call to the main greeting.

Bridged CAPs

Release

8.0 HCX5000 feature

Description

The Bridged CAPs feature enables an attendant to create a conference with two incoming calls. Both three way and six way conferences multiparty conferences are possible with Bridged CAPs.

Bridged CAPs is also know as:

- loop–to–loop conference
- meet me conferencing

Operation

This feature is useful for attendants in casinos who page guests or employees waiting for calls.

Example

A call comes in for a guest on the attendant's CAP 1. The attendant places the call on hold and pages the guest in the casino area. The guest goes to the nearest house phone, which, when taken off-hook, automatically rings the attendant.

The attendant answers the guest call on CAP 2 and presses either the CONF key, the LOOP key or the CAP associated with the held caller (CAP 1 in this example).

Then the attendant presses the CONF key to create a three-party conference between the two incoming callers and the attendant and hangs up to exit the conversation.

Setup

To activate Bridged CAPs, setup the following items.

To setup this item...	Use the following screen...
Trunk to Trunk Transfer	2.1.2.1
Consultation Transfer	2.1.4.2 (page 2)

Details about setting up these items follow.

Trunk to Trunk Transfer settings

Use screen 2.1.2.1 to set Trunk to Trunk Transfer. Set to Y to activate for Bridged CAPs.

Trunk to Trunk Transfer provides a connection via attendant between two trunks or outside calls.

Consultation Transfer settings

Use screen 2.1.4.2 (page 2) to set Consultation Transfer. Set to Y to activate for Bridged CAPs.

Consultation Transfer allows a user to put an active call on hold by flashing the switchhook to transfer the call and/or setup a three-way conference.

Caller ID Translation Table

Release

8.0 HCX5000 feature

Description

The Caller ID Translation Table feature is a call routing enhancement that simplifies the routing of incoming calls and allows the HCX5000 to generate the proper caller ID for outgoing ISDN calls.

This feature streamlines routing of caller IDs in these instances:

- Between HCX5000 systems in a private network
- Between the HCX5000 system and the central office
- Within a single HCX5000 system.

Also, the Caller ID Translation Table feature enables the HCX5000 to support more than one:

- Numbering Plan Area (NPA) or area code
- Office code (ABC)
- node ID

Application

The Caller ID Translation Table feature is useful for 911 calls sent over PRI to the Public Safety Answering Point operator.

Since this feature correlates correct Direct Inward Dial (DID) based caller IDs with individual stations, the Caller ID Translation Table is particularly useful for the following types of stations:

- Stations with dedicated DID numbers
- Several stations that share one DID number
- A single station with a range of DID numbers assigned to it.

Operation

The table below shows the operations for this feature.

WHEN the type of call is...	THEN the HCX5000 uses the Caller ID Translation Table to convert the...
• incoming DID • intra-PBX	received number to a station number
outgoing	station number to either the: • proper Caller ID for the associated DID number • main billing number

Setup

To activate the Caller ID Translation Table, setup the following items.

To setup this item...	Use the following screen...
Caller ID	2.1.2.1 (page 1)
Intra-PBX routing	2.1.2.1 (page 4)
Send ISDN calling info	2.1.8.1
NPA/ABC and associated DID range	2.1.9.1.21
Detail translation	2.1.9.2.7
DID-Digit Translation Number	2.1.9.2.8
Station to DID Assignment for Caller ID	2.1.9.4.42

Warning! After values are set for Caller ID (screen 2.1.2.1) and Intra-PBX routing (screen 2.1.8.1), outside calls can not be made until the:

- NPA/ABC and associated DID range values are set (screen 2.1.9.1.21)
- DID number is assigned (screen 2.1.9.4.42).

Details about setting up these items follow.

Caller ID setting

Use screen 2.1.2.1 (page 1) to enable Caller ID. Set to Y to activate Caller ID.

Intra-PBX routing setting

Use screen 2.1.2.1 (page 4) to determine intra-PBX routing. Set to 1 (AUTOMATIC) to enable intra-pbx routing within an HCX5000 network.

Send ISDN calling info setting

Use screen 2.1.8.1to determine what caller information is sent over PRI. Set the SEND ISDN CALLING INFO option to 1 (NUMBER ONLY).

NPA/ABC and associated DID range setting

Use screen 2.1.9.1.21 to setup the NPA/ABC and associated DID range.

Warning! After values are set for Caller ID (screen 2.1.2.1) and Intra-PBX routing (screen 2.1.8.1), outside calls can not be made until this table is programmed and the DID number is assigned (screen 2.1.9.4.42).

To setup the NPA/ABC and associated DID range, enter the following values.

Field	Value	Description
NPA/ABC OR NODE IDS	1-6 digits	• enter up to 45 home NPA/ABC or NODE IDs • for residential applications, all first digits for NPAs and ABCs must range between 2 and 9
DID range	4 digits	a range of DID numbers for the NPA/ABCs or NODE IDs listed in the first field

Detail translation setting

Use screen 2.1.9.2.7 to setup detail translation for the available trunk group numbers (TGN).

Note: The PATTERN settings for this screen relate to the settings for DID-Digit Translation Number (screen 2.1.9.2.8).

To complete this screen, update the fields as shown in the table below.

Field	Value	Description
TRANS.	Y	The translation for the TGN is determined using screen 2.1.9.2.8.
PATTERN	1 or 2	This field must be the same as the PATTERN field in screen 2.1.9.2.8. Only one PATTERN can be assigned per TGN. Enter 1 for the following situations: • residential distinctive ringing • all DIDs using residential distinctive ringing (multiple DIDs assigned to one station number) • consideration when setting up ten-digit analysis. When routing from internal stations, the system only looks at those DID digits with PATTERN 1

DID-Digit Translation Number setting

Use screen 2.1.9.2.8 to setup translation for intra-PBX routing and DNIS (dialed number identification service).

Note: The PATTERN settings for this screen relate to the settings for detail translation (screen 2.1.9.2.7).

DID setting, continued

To complete this screen, update the fields as shown in the table below.

Field	Value	Description
DID RECEIVE DIGIT LENGTH	3 or 4	The number of digits received from the C.O.
PATTERN	1 or 2	This field must be the same as the PATTERN field in screen 2.1.9.2.7. Only one PATTERN can be assigned per TGN. Enter 1 for the following situations: • residential distinctive ringing • all DIDs using residential distinctive ringing (multiple DIDs assigned to one station number) • consideration when setting up ten-digit analysis. When routing from internal stations, the system only looks at those DID digits with PATTERN 1
RECEIVE DIGIT	1-4 digits	The actual digits from the C.O.
TERM DN DAY / NITE	2 sets of 4 digits or blank	Select either a TERM DN or a TERM MDN as the number that the received digits will translate to. • Terminating point at station Directory Number (DN) for both DAY and NITE. • The same number may be entered for both DAY and NITE. **Note:** The attendant <NIGHT> key controls DAY and NITE

DID setting, continued

To complete this screen, update the fields as shown in the table below.

<table>
<tr><th>Field</th><th>Value</th><th>Description</th></tr>
<tr><td>TERM MDN DAY / NITE</td><td>2 sets of 4 digits or blank</td><td>Select either a TERM DN or a TERM MDN as the number that the received digits will translate to.
• Terminating point at Master Directory Number (MDN) for both DAY and NITE.
• The same number may be entered for both DAY and NITE.

Note: The attendant <NIGHT> key controls DAY and NITE</td></tr>
<tr><td>RING PATTERN</td><td>1, 2, 3, 4, 5, or blank</td><td>
<table>
<tr><th>Use this value...</th><th>To setup...</th></tr>
<tr><td>1, 2, 3, 4, or 5</td><td>residential distinctive ringing

Note: The PATTERN field value must be 1</td></tr>
<tr><td>blank</td><td>discriminating ringing</td></tr>
</table>
</td></tr>
</table>

Station to DID Assignment for Caller ID

Use screen 2.1.9.4.42 to setup the DID number assigned to each station number for caller ID purposes.

Warning! After values are set for Caller ID (screen 2.1.2.1) and Intra-PBX routing (screen 2.1.8.1), outside calls can not be made until the:

- NPA/ABC and associated DID range values are set (screen 2.1.9.1.21)
- DID number is assigned in this screen.

To complete this screen, update the fields as shown in the table below.

Field	Value	Description
STATION NUMBER	n/a	This field is automatically filled as station numbers are created. You cannot edit this field.
DID NUMBER	4 digits	This field is sent as part of the caller ID on outgoing calls. • If a DID number is not entered, the station number is sent as the DID number. • The number programmed here does NOT have to match the actual DID number but must be included in the range programmed in screen 2.1.9.1.21. • A station number is listed only once in this screen. Therefore, only one DID number can be assigned to a station number.

Clear Call Block on Checkout

Release

8.0 HCX5000 feature

Description

Call block data clears when a guest room checks out through either Property Management System (PMS) or Video Display Unit (VDU).

This prevents a new guest from inheriting the previous guest's call block selection.

Setup

If the call block feature is active, then there is no additional setup required for clear call block on checkout

Continuous Ringing for SelecSets

Release

8.0 HCX5000 feature

Description

A SelecSet that is busy can be programmed for either One Ring (CAP key continues to flash) or for continuous ringing until answered.

Continuous ringing for SelecSets alerts a SelecSet user to waiting calls with continuous ringing from the telephone base. The called party hears continuous ringing at full volume until he or she answers the waiting call or the caller hangs up. This feature is ideal for noisy working environments.

Setup

Use screen 2.1.4.2 (page 3) to enable continuous ringing. Set to Y to activate continuous ringing.

Disable Feature Access Codes for Rooms

Release

8.0 HCX5000 feature

Description

Disable feature access codes for rooms prevents guests from changing or canceling coverage information from their phone. The guest receives an Interrupt tone if he or she tries to use a disabled access code.

This feature disables the availability of the following access codes to the guest's room at check-in:

- Cover Call Registration
- Cover Call Cancellation
- Cover All Begin
- Cover All Stop
- Call Forwarding Ext Registration
- Call Forwarding Registration
- Call Forwarding Cancellation
- Remote Coverage Registration (Int.)
- Remote Coverage. Registration (Ext.)

Guests can still dial other access codes for wake-up registration and other features.

Setup

Use screen 2.1.4.2 (page 3) to turn on this feature. Set DISABLE FAC FOR GUEST to Y to activate the disable feature access codes for rooms feature.

Do Not Disturb Forwarding

Release

8.0 HCX5000 feature

Description

Do not disturb forwarding allows callers to route directly to voice mail or hotel personnel rather than receive a busy signal when attempting to reach a guest that is on the line.

Setup

Use screen 2.1.9.1.24 to assign a forwarding point for do not disturb calls. Determine whether you want the do not disturb calls to go to:

- a station
- an attendant
- voice mail

The table below shows how to assign a forwarding point based on the origination point of the call.

IF the originating call is either a...	AND you want to forward calls to...	THEN designate the forwarding point as...
• station call • attendant call • trunk call • tie call	a station	a station number
• station call • trunk call • tie call	an attendant	0
• station call • attendant call • trunk call • tie call	voice mail	the number for the pilot station of the voice message system (VMS) hunt group

Note: Attendant calls should not be forwarded to an attendant or “0”.

Language and VIP Indicators

Release

8.0 HCX5000 feature

Description

The language and VIP indicators allow hotels to provide special treatment for important guests. The staff's SelecSet displays the guest's language and/or VIP indicator each time the guest calls. This information remains in place until the guest checks out.

Operation

These features can be enabled during check-in from either the front desk console (CommCenter-VDU) or from the hotel's PMS.

The VIP indicator automatically disables when the guest checks out. The language indicator does not automatically disable when the guest checks out.

Setup

To activate language and VIP indicators, setup the following items.

To setup this item...	Use the following screen...
VMS Interface and WelCOMM GuestMail	2.2.9
Voice Message System (VMS)	2.1.9.1.4 (page 2)
Property Management System (PMS)	2.1.9.1.13 (pages 2 & 3)
Language indicators	2.1.9.1.23

Note: Only Hitachi can change the settings for VMS Interface and WelCOMM GuestMail in screen 2.2.9. These are protected features.

Details about setting up these items follow.

VMS Interface and WelCOMM GuestMail settings

To setup language and VIP indicators, the WelCOMM GuestMail feature must be active. Check with your VMS vendor to be sure the options you choose are compatible with your VMS. Only Hitachi can activate this feature using screen 2.2.9.

VMS settings

Use screen 2.1.9.1.4 (page 2) to setup the Voice Message System (VMS) to administer language and VIP indicators.

The table below shows the VMS settings needed for language and VIP indicators.

If you want send the VMS...	Then set this feature to the setting 1:YES...
language messages	SEND LANGUAGE MESSAGE TO VMS
VIP messages	SEND VIP MESSAGE TO VMS
language messages during a database swap between the HCX5000 system and the PMS (PMS sending)	SEND LANGUAGE MESSAGE TO VMS DURING DATABASE SWAP
VIP messages during a database swap between the HCX5000 system and the PMS (PMS sending).	SEND VIP MESSAGE TO VMS DURING DATABASE SWAP

PMS settings

Use screen 2.1.9.1.13 (pages 2 & 3) to setup the Property Management System (PMS) to administer language and VIP indicators.

The table below shows the PMS settings needed for language and VIP indicators.

If you want send the PMS...	Then set this feature to the setting 1:ON...
language messages	SEND LANGUAGE MESSAGES TO PMS
VIP messages	SEND VIP MESSAGES TO PMS
language messages during a database swap between the HCX5000 system and the PMS (PMS sending)	SEND DATABASE SWAP LANGUAGE
VIP messages during a database swap between the HCX5000 system and the PMS (PMS sending).	SEND DATABASE SWAP VIP MESSAGES

Program language indicators settings

Use screen 2.1.9.1.23 to setup the language indicators.This screen specifies:

- languages,
- indicators for each language,
- wakeup announcements for each language listed.

Note: See the Multiple language wakeup Application Note for more information about language wakeup announcements.

The table below shows the fields and settings needed to setup the language indicators.

Field	Description	Value	Example
INDEX	• Numerical list for languages • Non-editable field	n/a	• 0 • 1
10 CHAR TEXT	• Language options at for INDEX numbers 0-9 • The language assigned to INDEX 0 is the default language	up to 10 letters	• English • German
2 CHAR LANG INDICATOR	• Abbreviation to indicate language for SelecSet displays • The default language indicator does not display	2 letters	• EN • GR
PMS	• Language indicator sent to the PMS • The default language indicator is not sent to the PMS	2 alphanumeric	• EN • GR
VMS	• Language indicator sent to the VMS • The default language indicator is not sent to the VMS	2 alphanumeric	• 00 • 01
WAKE UP ANNOUNCEMENT TGN	• enables the HCX5000 multiple language wake-up feature	4 numeric	• 5000 • 5001

Multiple Language Wakeup

Release

8.0 HCX5000 feature

Description

Multiple language wakeups provide wake up calls in up to 10 languages. Hotel guests from foreign countries may prefer to hear their wakeup calls in their own language.

During a guest's stay, they will hear a personalized wakeup in the language of their choice that is assigned during check-in. If a specific language announcement is unavailable, then the guest receives the default language wakeup announcement.

Operation

This feature:

- can be enabled during check-in or by calling the attendant
- can be enabled from either the:
  - front desk console (CommCenter-VDU) or
  - hotel's property management system (PMS)
- automatically disables when the guest checks out.

Setup

To activate multiple language wakeup, setup the following items.

To setup this item...	Use the following screen...
Announcement trunk (4ANIFcard)	2.1.1.2
Program trunks	2.1.5.1
Assign trunk to trunk group	2.1.5.3
Program language	2.1.9.1.23

Details about setting up these items follow.

Announcement trunk setup

Use screen 2.1.1.2 to assign an announcement trunk (4ANIFcard) to the correct slot in the cabinet shelf. Each additional language requires a separate 4ANIF port. Refer to the Administration Manual for more detail.

Trunk setup

Use screen 2.1.5.1 to program a separate trunk for each language needed. Up to 10 languages may be defined for the Multiple language wakeup feature.

To program a trunk, enter the following values in screen 2.1.5.1.

Field	Value	Description
TRUNK TYPE	1 (OGT)	The trunk type must be outgoing trunk (OGT).
CONNECTION CLASS	• 7 (TKTB) or • 8 (TKTH)	• Use TKTB for announcements that do not provide the beginning of message signal, and are thus not necessarily heard from the beginning. • Use TKTH for announcements that provide a beginning of message signal, such as ACD and basic automated attendant (IAA), so that callers hear the announcement from the beginning.

Assign trunk to trunk group setup

Use screen 2.1.5.3 to assign trunk numbers and TGNs to the circuits (port numbers) of the trunk packages.

The table below shows the fields and settings for screen 2.1.5.3.

Field	Description
PORT NUMBERS	• Displays the trunk packages entered in screen 2.1.1.2. • Non-editable field
TRUNK NUMBERS	• Use the last four digits of the trunk number you get from the C.O. • Trunk number length is specified in screen 2.2.4 (off-line).
TGN	• Enter the TGN to which each trunk belongs
TEXT	• Enter text to help identify this trunk. • This text displays on the: - SelecSet 730 - SelecSet 740 - SelecSet 740A - SelecSet 400A, and - SelecSet 500A.

Program language settings

Use screen 2.1.9.1.23 to program the languages.This screen to specifies:

- languages,
- indicators for each language,
- wakeup announcements for each language listed.

Note: See the Language and VIP indicators Application Note for more information about language indicators.

The table below shows the fields and settings needed to setup the wakeup announcements for each language.

Field	Description	Value	Example
INDEX	• Numerical list for languages • Non-editable field	n/a	• 0 • 1
10 CHAR TEXT	• Language options at for INDEX numbers 0-9 • The language assigned to INDEX 0 is the default language	up to 10 letters	• English • German
2 CHAR LANG INDICATOR	• Abbreviation to indicate language for SelecSet displays • The default language indicator does not display	2 letters	• EN • GR
PMS	• Language indicator sent to the PMS • The default language indicator is not sent to the PMS	2 alphanumeric	• EN • GR
VMS	• Language indicator sent to the VMS • The default language indicator is not sent to the VMS	2 alphanumeric	• 00 • 01
WAKE UP ANNOUNCEMENT TGN	• Enables the HCX5000 multiple language wake-up feature • Enter a TGN next to each language to provide an announcement. • The TGN assigned to INDEX 0 is the default announcement • Changing the TGN for the default announcement in either this screen or screen 2.1.9.2.4 updates the data for these items in both screens.	4 numeric	• 5000 • 5001

Multiple Music on Hold

Release

8.0 HCX5000 feature

Description

Multiple music on hold allows one or more music-on-hold sources to be connected to the HCX5000 system. For example, callers to ACD Group 1 can receive different music from callers ACD Group 2. Additionally, tenants in Group 1 can receive different music on hold than the tenants in Group 2.

Each music on hold source connects to the HCX5000 through an announcement trunk. The music on hold announcement trunk must be designated as TKTB, and only requires tip and ring.

Setup

To activate multiple music on hold, setup the following items.

To setup this item...	Use the following screen...
Announcement trunk (4ANIFcard)	2.1.1.2
Holding tone	2.1.2.1 (page 3)
Program trunks	2.1.5.1
Assign trunk to trunk group	2.1.5.3
Specify trunk for ACD groups	2.1.9.6.2
Specify trunk for tenant groups	2.1.9.8.6

Details about setting up these items follow.

Announcement trunk setup

Use screen 2.1.1.2 to assign an announcement trunk (4ANIFcard) to the correct slot in the cabinet shelf. Each additional music on hold source requires a separate 4ANIF port. Refer to the Administration Manual for more detail.

Holding tone setup

Use screen 2.1.2.1 (page 3) to enable the system feature, Holding tone. To activate Holding tone, set to 1: EXT (SGT).

Trunk setup

Use screen 2.1.5.1 to program a separate trunk for each music on hold source needed.

To program a trunk, enter the following values in screen 2.1.5.1.

Field	Value	Description
TRUNK TYPE	1 (OGT)	The trunk type must be outgoing trunk (OGT).
CONNECTION CLASS	7 (TKTB)	The connection class for music-on-hold must be TKTB. • Use TKTB for announcements that do not need to be heard from the beginning.

Assign trunk to trunk group setup

Use screen 2.1.5.3 to assign trunk numbers and TGNs to the circuits (port numbers) of the trunk packages.

The table below shows the fields and settings for screen 2.1.5.3.

Field	Description
PORT NUMBERS	• Displays the trunk packages entered in screen 2.1.1.2. • Non-editable field
TRUNK NUMBERS	• Use the last four digits of the trunk number you get from the C.O. • Trunk number length is specified in screen 2.2.4 (off-line).
TGN	• Enter the TGN to which each trunk belongs
TEXT	• Enter text to help identify this trunk. • This text displays on the: - SelecSet 730 - SelecSet 740 - SelecSet 740A - SelecSet 400A, and - SelecSet 500A.

Specify trunk for ACD groups

Note: This setup may be skipped if your HCX5000 system does have ACD groups.

Use screen 2.1.9.8.6 to specify a TGN of any 4ANIF trunk to provide music on hold for ACD groups.

Each ACD group can have a different source of music-on-hold.

Specify trunk for tenant groups

Note: This setup may be skipped if your HCX5000 system does have tenant groups.

Use screen 2.1.9.6.2 to specify a TGN of any 4ANIF trunk to provide music on hold for tenant groups.

Each tenant group can have a different source of music-on-hold.

PRI Calling Name

Release

8.0 HCX5000 feature

Description

PRI calling name enables users to view the following information for incoming calls:

Information	Description
caller name	• up to 15 characters • the last name displays first
caller phone number	• up to ten digits including the area code and office code
date and time of the call	• calculated by the HCX5000 system • does not display on SelecSets
privacy indicator	• does not display on analog phones • the text, PRIVATE CALL, displays for calls received with a privacy indicator bit. • the text, UNAVAILABLE, displays for calls without a privacy indicator and no name or number information.

Operation

Transmitting caller ID information

For calls that originate outside of the PBX, PRI trunks carry the caller ID information into the HCX5000 system from the Central Office. Once a call is in the PBX or for intra-PBX calls, the HCX5000 system carries the caller ID information.

Receiving caller ID information

Caller ID information displays between the first and second rings. Both analog and digital phones can receive caller ID information for on-hook and off-hook (call waiting) transmission states.

Displaying caller ID information

For SelecSet users, caller ID information displays on the SelecSet display. Analog phones display the caller ID information on either an integrated display unit or an external caller ID device.

Hardware Require-ments

For PRI calling name to operate, you must have the following hardware installed:

- ISDN PRI circuit package.
- 16LIFR circuit package.
- SGTR circuit package.

Additionally, you need the following hardware depending on your phone type.

When you have this phone model...	Then you must also use...
SelecSet 730 or 740	16DSL circuit package
SelecSet 400/400A	16DLC circuit package
Analog	• Caller ID box or • Caller ID box with Call Waiting ability

Setup

Use screen 2.1.8.1. to determine what caller ID information outside parties receive. The table below shows the options for the SEND ISDN CALLING INFO setup.

WHEN the ISDN CALLING INFO setting is...	THEN the Caller ID displays...
0:NONE	no information.
1:NUMBER ONLY	the caller’s phone number.
2:NUMBER & NAME	both the caller’s phone number and name.

Repeat Wakeup Registration

Release

8.0 HCX5000 feature

Description

The repeat wakeup registration feature (also referred to as daily wakeup) enables hotel/motel and extended stay staff and guests to register the same wake-up call time in advance for the duration of a guest's stay.

As a result, the guest does not have to register a wakeup every day or call the front desk to have a wake-up call registered for the next day. Likewise, front desk staff do not have to register the same wake-up time for the same guest, every day. This feature applies to both first and second wake-ups.

Setup

A repeat wakeup can be registered at the front desk terminal or any station configured as an administration phone with a soft key menu. Typically, these are SelecSet 500A, 400A or 740A attendants.

Unlike the standard wake-up feature, repeat wake-up cannot be registered by entering a feature access code.

Operation

By using the soft key menu, the attendant presses the CHGREP (change repeat) key from the wakeup display to perform the functions of the repeat wakeup feature.

The table below shows how to use the repeat wakeup feature.

When the attendant presses the CHGREP key to...	Then the wakeup menu...
register a repeat wakeup	re-displays with a repeat indication. **Note:** For 400A and 500A phones the repeat indicator is REPEAT and for 700 series phones is R.
convert a repeat wakeup to a normal wakeup	re-displays without the repeat indicator.
cancel a repeat wakeup	cancels the wakeup call, but keeps the repeat status.

TAFAS with BLF/RM for SelecSets

Release

8.0 HCX5000 feature

Acronyms

TAFAS: Trunk Answer from any Station
BLF: Busy Lamp Field
RM: Ring Monitor

Description

The Trunk Answer From Any Station (TAFAS) feature allows SelecSets and 2500 (analog set) stations to pick up calls to the attendant.

The enhanced TAFAS includes Busy Lamp Field (BLF) and Ring Monitor (RM) capabilities so that hotel/motel staff also answering attendant's calls do not have to be within hearing distance of the attendant. BLF

For calls in attendant queue, BLF flashes the TAFAS lamp and RM rings the option key. The SelecSet user presses the flashing TAFAS key to answer the next queued attendant call.

Setup

To activate TAFAS with BLF/RM, setup the following items.

To setup this item...	Use the following...
Feature Access Codes (FAC)	screen 2.1.3.3 (page 5)
Basic Class (BCL)	screen 2.1.4.2 (page 3)
Assign a key for TAFAS	register on station with FAC on Autodial key

Details about setting up these items follow.

FAC setting

Use screen 2.1.3.3 (page 5) to setup the UNA/TAFAS FAC.

The UNA/TAFAS FAC can

- answer a night bell
- allow station users to pick up calls to the attendant

BCL setting

Use screen 2.1.4.2 (page 3) to setup the BCL. The UNA/TAFAS feature activates the TAFAS for SelecSet users.

Set to Y to enable UNA/TAFAS.

Note: The attendant and night bell must be in the same tenant group as the station.

Assign a key for TAFAS

Follow the steps below to assign a TAFAS key for the SelecSet.

1. Get a dial tone
2. Enter speed dial code #7.
3. Press the key to assign as the TAFAS key.
4. Enter TAFAS access code and follow with 0 or 1:
   - 0 = Busy Lamp Field
   - 1 = Busy Lamp Field and Ring Monitor

VIP Wakeup

Release

8.0 HCX5000 feature

Description

VIP Wakeup enables an attendant to provide a personalized wakeup call to a VIP guest.

Operation

This feature:

- can be enabled during check-in or by calling the attendant
- can be enabled from either the:
  - front desk console (CommCenter-VDU) or
  - hotel's property management system (PMS)
- automatically disables when the guest checks out.

Restrictions

Once the maximum number of VIP wakeups for a specific time is reached, an attempt to register a VIP wakeup results in the wakeup registering as a normal wakeup.

The HCX5000 sends an error depending on where the wakeup is registered. The table below shows where error messages display.

When a VIP wakeup will not register...	The HCX5000 sends the...
from a soft key menu on the attendant display	attendant display a system error
at the front desk VDU	VDU a system error
through a feature access code at the guest phone	guest an intercept tone

Setup

To activate VIP wakeup, setup the following items.

To setup this item...	Use the following screen...
VIP key retry option	2.1.2.1 (page 5)
VIP wakeup service	2.1.2.1 (page 5)
VIP wakeup queue timer	2.1.2.3 (page 5)
Key no./function	2.1.4.1
VIP registration maximum	2.1.9.1.22

Details about setting up these items follow.

VIP key retry option setting

Use screen 2.1.2.1 (page 5) to determine where a VIP wake-up call is retried when it is not answered by the attendant. The table below shows the options for VIP key retry.

WHEN the VIP key retry setting is...	THEN the wake-up call is...
0:ALARM	sent to the attendant's wake-up alarm key
1:RETRY AS NORMAL WU	retried as a normal wake-up call.

Note: The VIP wakeup queue timer determines the length of time before a VIP wake-up call is retried.

VIP wakeup service setting

Use screen 2.1.2.1 (page 5) to determine what VIP wakeup service is available.The table below shows the options for VIP wakeup service.

WHEN the VIP wakeup services setting is...	THEN VIP wakeup service is...
0:ON	available for VIP designated guests
1:ALL	available for all guests
2:OFF	unavailable for any guests

VIP wakeup queue timer setting

Use screen 2.1.2.3 (page 5) to determine how long a VIP wakeup rings at the attendant console before it is sent to the retry queue. The available range is between 1-5 minutes with the default setting at 1 minute.

Note: The VIP key retry option determines where a VIP wake-up call is retried when it is not answered by the attendant.

Key no./function setting

Use screen 2.1.4.1 to assign VIP wakeup to a SelecSet option key. Assign a function to a key by entering the function on the line beneath the key number.

VIP registration maximum setting

Use screen 2.1.9.1.22 to determine how many VIP wakeups can be registered for a specific time.

Set a value from 0 to 9 for any time listed in the screen. Setting a wake-up registration maximum to zero (0) for any time slot turns the VIP wakeup feature off for that time. VIP wakeups that are already registered when a maximum is set to zero are completed, but those registered after the maximum is set to 0 are sent as normal wakeups.

WelCOMM GuestMail Enhancements

Release

8.0 HCX5000 feature

Description

WelCOMM GuestMail ® is a software feature that enables communication between a property management system (PMS) and a voice message system (VMS) without the need for a separate PMS-VMS link.

WelCOMM GuestMail can:

- Send a VIP or language indicator for a guest to the VMS
- Transfer room change messages
- Verify check-in messages
- Transfer check-in/checkout messages to the VMS system.
- Enable users to use the front desk VDU as a PMS or PMS backup.
- Notify the PMS of voice messages
- Notify the VMS of text messages.

Note: For additional information about these features, see the section Enhancement Detail on page 8.

Setup

To activate WelCOMM Guestmail, setup the following items.

To setup this item...	Use the following screen...
System configuration	2.2.1
WelCOMM GuestMail interface	2.2.9
Voice Message System (VMS)	2.1.9.1.4 (page 2)
Property Management System (PMS)	2.1.9.1.13 (pages 2 & 3)

Note: Only Hitachi can change the settings for the WelCOMM GuestMail interface in screen 2.2.9. These are protected features.

Details about setting up these items follow.

System configuration settings

The settings in screen 2.2.1 tell the HCX5000 which software and hardware options are provided.

Note: In order to edit the features in screen 2.2.1, the item must be turned on (Y) in screen 2.2.9.

To enable WelCOMM GuestMail, the following features must be specified as 1: PROVIDED.

- Type of VMS
  - the Type of VMS must be AOK to use WelCOMM GuestMail
- WelCOMM GuestMail interface

WelCOMM GuestMail interface

To setup WelCOMM GuestMail features, the WelCOMM GuestMail interface must be active. Check with your VMS vendor to be sure the options you choose are compatible with your VMS. Only Hitachi can activate this feature using screen 2.2.9.

VMS settings

Use screen 2.1.9.1.4 (page 2) to setup the Voice Message System (VMS) features, including:

- Check-in/checkout messages
- Check-in/out messages during a database swap
- Text message notification to VMS
- Text message notification during a database swap
- Room change message to VMS
- Language message to VMS
- Language messages during a database swap
- VIP messages to VMS
- VIP messages during a database swap

Note: The WelComm GuestMail feature must be enabled in screen 2.2.9 in order to activate these features.

continued on next page

VMS settings, continued

Check-in/checkout messages

The table below shows the VMS settings needed to setup the VMS feature, check-in/checkout messages.

If you want to send the VMS...	Then use this setting....
no check-in/checkout messages	0:NOT PROVIDED
• check-in messages - without a Mailbox Integrity Flag (MIF) - without a name • checkout messages	1:PROVIDE WITHOUT MAILBOX INTEGRITY AND WITHOUT NAME,
• check-in messages - with an MIF - with the guest's name • checkout messages	2:PROVIDE WITH MAILBOX INTEGRITY AND NAME **Note:** CHECK-IN WITH INTEGRITY FLAG must be set to 1:ON in screen 2.1.9.1.13
• check-in messages - without an MIF - with the guest's name • checkout messages	3:PROVIDE WITHOUT MAILBOX INTEGRITY AND WITH NAME

Check-in/out messages during a database swap

A database swap is an exchange of information (data) between the HCX5000 system and the PMS (PMS sending).

The table below shows the VMS settings needed to setup the VMS feature, check-in/checkout during a database swap.

If during a database swap, you want to send the VMS...	Then use this setting....
no check-in or checkout messages	0:NO
check-in or checkout messages	1:YES

continued on next page

VMS settings, continued

Text message notification to VMS

The table below shows the VMS settings needed to setup the VMS feature, text message notification to VMS.

If you want to send the VMS...	Then use this setting....
no text message notification	0:NO
text message notification	1:YES

Text message notification during a database swap

A database swap is an exchange of information (data) between the HCX5000 system and the PMS (PMS sending).

The table below shows the VMS settings needed to setup the VMS feature, text message notification during a database swap.

If during a database swap, you want to send the VMS...	Then use this setting....
no text message notification	0:NO
text message notification	1:YES

Room change message to VMS

The table below shows the VMS settings needed to setup the VMS feature, room change message to VMS.

If you want to send the VMS...	Then use this setting....
no room change messages	0:NO
room change messages	1:YES

continued on next page

VMS settings, continued

Language message to VMS

The table below shows the VMS settings needed to setup the VMS feature, language message to VMS.

If you want to send the VMS...	Then use this setting....
no language messages	0:NO
language messages	1:YES

Language messages during a database swap

A database swap is an exchange of information (data) between the HCX5000 system and the PMS (PMS sending).

The table below shows the VMS settings needed to setup the VMS feature, language messages during a database swap.

If during a database swap, you want to send the VMS...	Then use this setting....
no language messages	0:NO
language messages	1:YES

VIP messages to VMS

The table below shows the VMS settings needed to setup the VMS feature, VIP message to VMS.

If you want to send the VMS...	Then use this setting....
no VIP messages	0:NO
VIP messages	1:YES

continued on next page

VMS settings, continued

VIP messages during a database swap

A database swap is an exchange of information (data) between the HCX5000 system and the PMS (PMS sending).

The table below shows the VMS settings needed to setup the VMS feature, VIP messages during a database swap.

If during a database swap, you want to send the VMS...	Then use this setting....
no VIP messages	0:NO
VIP messages	1:YES

PMS settings

Use screen 2.1.9.1.13 (pages 2 & 3) to setup the Property Management System (PMS) for the WelCOMM GuestMail features, including:

- voice message notification
- check-in/checkout messages (with MIF and guest name)
- automatic room status changes
- language and VIP message notification
- language and VIP message notification during a database swap

The table below shows the PMS settings needed for the WelCOMM GuestMail features.

If you want send the PMS...	Then set this feature to the setting 1:ON...
voice message notification	SEND VOICE MESSAGE NOTIFICATION TO PMS

• check-in messages
  - with an MIF
  - with the guest's name
• checkout messages
	CHECK-IN WITH INTEGRITY FLAG
	Note: Other check-in/checkout message options do not need this setting turned on. See “VMS settings” on page 2.

automatic updates to changes in room status resulting from check-in or checkout operations	ENABLE AUTO ROOM STATUS CHANGE
language messages	SEND LANGUAGE MESSAGES TO PMS
VIP messages	SEND VIP MESSAGES TO PMS
language messages during a database swap	SEND DATABASE SWAP LANGUAGE
VIP messages during a database swap	SEND DATABASE SWAP VIP MESSAGES

Enhancement Detail

Description

The following information provides a more detailed description of the WelCOMM GuestMail enhancements.

VIP indicator

This feature enables front desk staff to send a VIP indicator for a guest to the VMS.

From the PMS console or the HCX5000 front desk VDU, front desk staff enter a guest's VIP status during check-in or at a later time. When the HCX5000 receives the VIP message it sends it to the VMS.

The HCX5000 sends an indicator to the VMS to cancel VIP status for that room when the guest check out.

Language indicator

This feature enables front desk staff to send a language indicator for a guest to the VMS.

From the PMS console or the HCX5000 front desk VDU, front desk staff enter a guest's language preference during check-in or at a later time. When the HCX5000 receives the language preference it sends it to the VMS. Then the VMS assigns the requested language prompts to the guest mailbox.

The HCX5000 **does not** send an indicator to the VMS to cancel the language preference for that room when the guest check out.

Transfer room change messages

This feature enables the PMS to signal the VMS and transfer a guest's voice mailbox to a new room so that the guest can still access any unplayed or saved voice messages.

The HCX5000 system data transferred includes:

- directory information
- HCX5000 text messages
- message waiting information (call me messages)

Other HCX5000 data associated with the room does not move, including:

- station restrictions,
- wakeups
- credit limit
- room status
- do-no-disturb
- call records

Verify check-in Messages

This feature enables the mailbox integrity flag (MIF).

The MIF ensures that new guests receive a clean voice mailbox and that the previous guest's messages cannot be accessed. In cases where the VMS receives a second check-in message for a guest, the MIF prevents the deletion of voice messages for a guest. This flag also serves as the guest passcode with some voice mail systems.

When WelCOMM GuestMail is not activated, you can program the system to send check-in/checkout messages. However there is no MIF, no verification of check-in/checkout messages, and no name supported.

Transfer check-in/ checkout messages

This feature allows the HCX5000 to transfer check-in/checkout messages in the format best suited to the VMS system.

In CMAT, the system administrator specifies the check-in message format for the VMS. When the HCX5000 receives a check-in message from the PMS or the front desk VDU, it sends the check-in message to the VMS.

To best match the VMS format, the HCX5000 can be configured in the following formats:

- check-in without mailbox integrity flag or guest name.
- check-in with mailbox integrity flag and guest name.
- check-in without mailbox integrity flag, but with guest name.

Use the VDU as a PMS

This feature enables the front desk VDU for use as a PMS or PMS backup. Front desk staff can check in guests or edit guest names from the front desk VDU rather than the PMS.

PMS notification of voice messages

This feature notifies the PMS of new or saved voice messages for a guest.

VMS notification of text messages

This feature enables the VMS to inform guests of existing text messages. When a guest accesses the VMS, the VMS informs the guest of any text messages entered at the PMS.

For this feature there is no interaction between the HCX5000 message center and the VMS.