

Homisco Voicemail Plus



User & System Administration Guide

25 March 2010



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Homisco Voicemail – The User

Getting Started

Accessing your mailbox for the first time

1. From your own phone, dial the voicemail access number, _____.
2. Press # # when prompted.
3. The first time you access your mailbox, enter the default PIN code of **0000**. You will be asked to provide a 4 digit PIN code - **note** for security reasons certain PIN codes **cannot** be used e.g. 1234, 2006 etc. Ask your system administrator for an up-to-date list of PIN codes that cannot be used.
4. When you enter your mailbox for the first time, the “Setup Wizard” will walk you through changing your PIN code, recording a personal greeting and recording your spoken name.
5. Once you have finished the initial setup of your mailbox you will be forwarded to your mailbox management menu.



Accessing Your Voicemail via Phone

From your own phone:

1. Dial the voicemail access number _____.
2. Press # #
3. Enter your PIN code when requested
4. You will now be at the main menu and may be informed of one or more of the following:
 - Your mailbox is full or reaching capacity
 - Your temporary greeting is active
 - The number of new/saved messages you have
 - The number of days you have before your PIN code expires

From another phone within the building:

1. Dial the voicemail access number _____.
2. Press #
3. Enter your mailbox number (your extension number)
4. Enter your PIN code when requested
5. You will now be at the main menu and may be informed of one or more of the following:
 - Your mailbox is full or reaching capacity
 - Your temporary greeting is active
 - The number of new/saved messages you have
 - The number of days you have before your PIN code expires

From outside of the building:

1. Dial the external voicemail access number _____.
2. When prompted, enter _____.
3. Enter your mailbox number.
4. Enter your PIN code when requested
5. You will now be at the main menu and may be informed of one or more of the following:
 - a. Your mailbox is full or reaching capacity
 - b. Your temporary greeting is active
 - c. The number of new/saved messages you have
 - d. The number of days you have before your PIN code expires

To record your personal greetings

1. Access your mailbox as described above
2. Press 2 for "Manage Mailbox"



3. Press 1 for “Manage Mailbox Greetings”,
4. Press 1 for “Manage Greetings” the following choices will then be offered:-
 - To Manage Greeting 1 – press 1
 - To Manage Greeting 2 – press 2
 - To Manage Greeting 3 – press 3
 - To Manage a Temporary Greeting – press 4
 - To revert back to the system default message – press 5

Choose from the list above and administer your messages accordingly with the following further options being available:-

- To listen to current greeting – press 1
- To record or change greeting – press 2
- To activate greeting – press 3
- To return to previous menu – press 4

Sample greetings

The following is a list of sample greetings that you can use for recording you own greetings:

Away from my desk

“Hello this is (“your name here”) phone/ext. I am currently away from my desk. If you wish to leave a message please do so after the tone.”

At a meeting

“Hello this is (“your name here”) phone/ext. I am currently at a meeting. If you wish to leave a message please do so after the tone.”

Unable to take your call

“Hello this is (“your name here”) phone/ext. I am currently unable to take your call. If you wish to leave a message please do so after the tone.”

Out of the office

“Hello this is (“your name here”) phone/ext. I am currently out of the office. If you wish to leave a message please do so after the tone. “

On Holiday 2 (Temporary Greeting)

“Hello this is (“your name here”) phone. I am currently on vacation and will be returning on “return date here” If you wish to leave a message please do so after the tone.”

Listening to your messages

Access your mailbox as detailed on page 4. You will be informed of any new or saved messages and will be given the option to listen to



them. After being told that you have messages, press “1” to listen to your messages.

To change your PIN code

1. Access your mailbox as detailed on *Page 4*.
2. Press 2 for Manage Mailbox
3. Press 2 for Change Mailbox Pin Code
4. Enter your current PIN code
5. Enter a new PIN code – (**note** for security reasons certain PIN codes **cannot** be used e.g. 1234, 2006 etc.)
6. Re-enter the new PIN code as confirmation

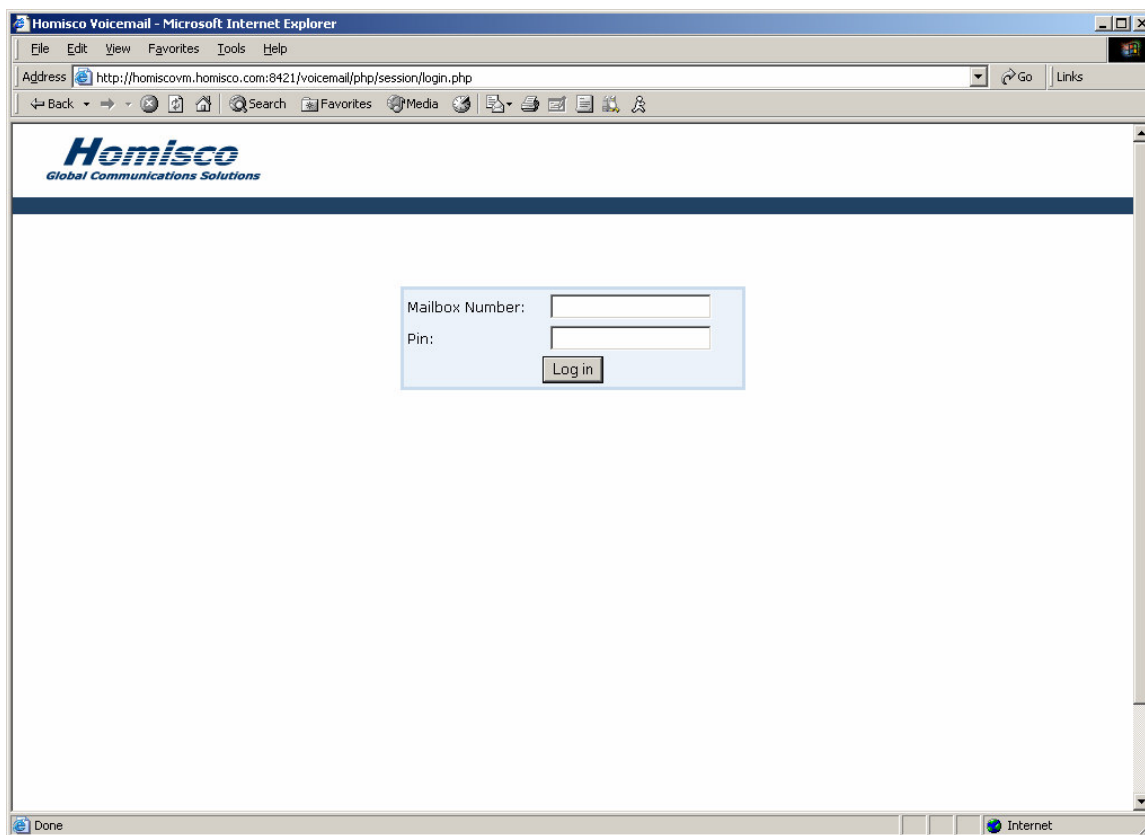


Accessing Your User Mailbox via Web Browser

Please go to the following link:

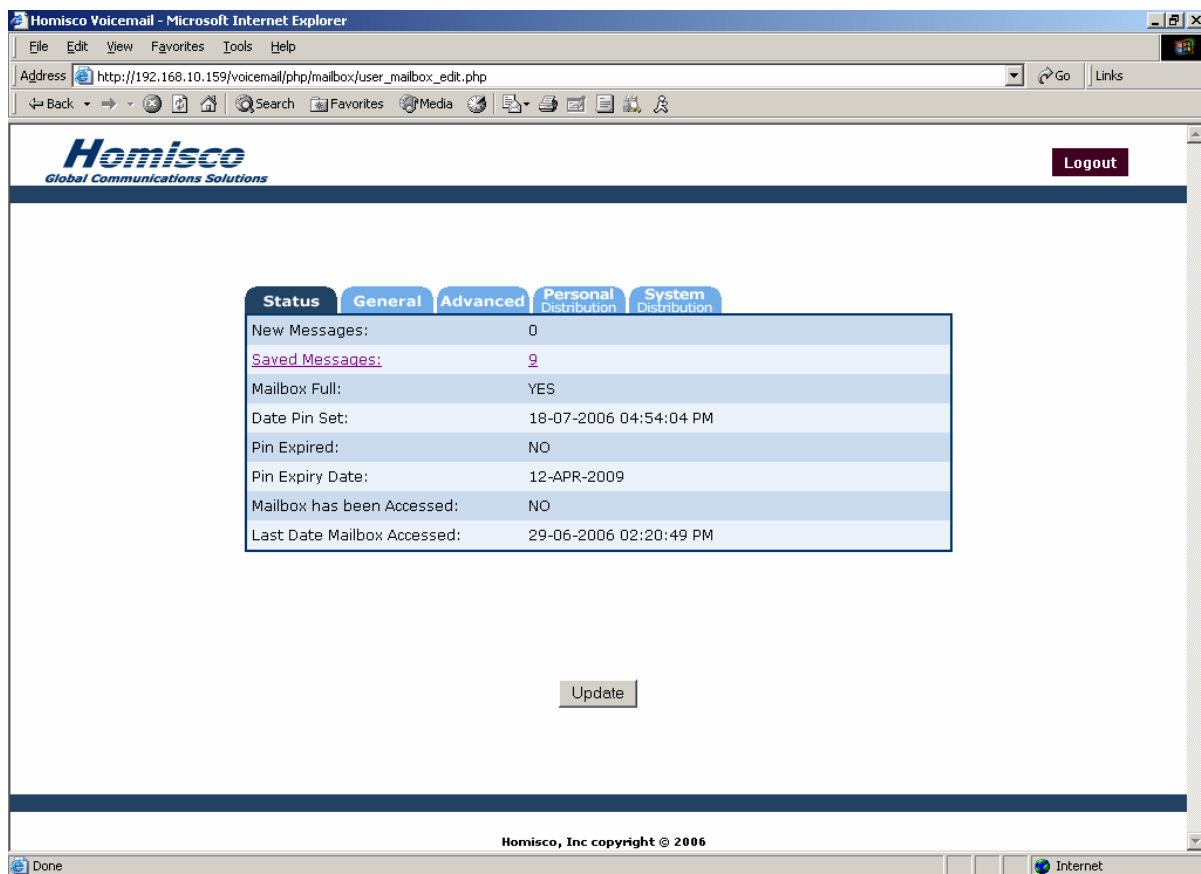
(To retain a shortcut to this link for future reference, click on “Favorites” in the menu bar of Internet Explorer and choose “Add to favorites”).

Enter your extension number and your 4 digit pin code and click on Log in.





Status Tab



New Messages: This tells you how many new voicemail messages you have. If this number is more than zero, click on either the “New Messages” link or the digit link to the right in order to listen to your new messages. See page 18 for details on listening to your messages.

Saved Messages: This tells you how many saved voicemail messages you have. Click on either the “Saved Messages” link or the digit link to the right in order to listen to your saved messages. See page 18 for details on listening to your messages.

Mailbox Full: This tells you if your mailbox is full or not.

Date Pin Set: This tells you when your mailbox pin code was set.

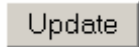
Pin Expired: This tells you if your pin code is expired or not.

Pin Expire Date: This tells you when your current pin code will expire.



Mailbox Has Been Accessed: This tells you whether your mailbox has been accessed or not.

Last Date Mailbox Accessed: This tells you the last time that your mailbox was accessed.



Click on this button to save any changes that you have made.



General Tab

The screenshot shows a web browser window titled "Homisco Voicemail - Microsoft Internet Explorer". The address bar shows the URL "http://192.168.10.159/voicemail/php/mailbox/user_mailbox_edit.php#". The page header includes the Homisco logo and a "Logout" button. The main content area displays a form with five tabs: "Status", "General", "Advanced", "Personal Distribution", and "System Distribution". The "General" tab is selected, showing the following fields:

First Name:	Ralphie
Last Name:	Memmo
Department:	Tester
Description:	Ralphs test mailbox
Accessible Through Auto Attendant:	OFF
Voicemail Box Active:	OFF
Mailbox Number:	6969
Message Waiting Destination:	
Pin Code:	1234
Class of Service:	24 - Administration COS
Copy to Email:	<input checked="" type="checkbox"/>
Email Address:	rmemmo@homisco.com

Below the form is an "Update" button. The footer of the page reads "Homisco, Inc copyright © 2006".

First Name: This is the first name of the user assigned to this mailbox.

Last Name: This is the last name of the user assigned to this mailbox. It is important that this is spelled correctly as the name entered in this field is the one used when callers access the Dial-By-Name feature.

Department: This is the department that the mailbox is assigned to.

Description: This field can be used to enter a brief note about the mailbox.

Accessible Through Auto-Attendant: This tells you if the mailbox will be accessible to callers through the auto-attendant. If this is set to "On", callers will be able to get to this extension via the Dial-By-Extension and the Dial-By-Name features.

Voicemail Box Active: This tells you whether the voicemail box is turned on or not.

Mailbox Number: This is your mailbox number.



Message Waiting Destination: This is the extension who's message waiting indicator will light when you have a message.

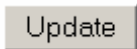
Pin Code: This is your current pin code.

Class of Service: This is the system class-of-service assigned to the mailbox.

Copy To Email: Checking this box tells the system to send a copy of all voicemails left for the user to an email address.

IMPORTANT: This feature will send the .wav file to the user but will NOT turn message waiting indicators on or off and will not change a message status from new/saved/deleted, etc.

Email Address: This is the email address that voicemails will be sent to if the "Copy To Email" box is checked.



Click on this button to save any changes that you have made.



Advanced Tab

Status	General	Advanced	Personal Distribution	System Distribution
Personal Assistant Active: <input checked="" type="checkbox"/>				
Personal Assistant Destination: <input type="text" value="6969"/>				
Redirect Active: <input type="checkbox"/>				
Redirect Destination: <input type="text"/> NOTE: must be valid mailbox				
Redirect Keep local Copy: <input type="checkbox"/>				
Message Prompts: <input checked="" type="checkbox"/>				
Greeting: <input type="text" value="Greeting 3"/> Click to hear greeting message				
Temp Greeting Active: <input checked="" type="checkbox"/>				

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Personal Assistant Active: Checking this box turns on the Personal Assistant for this mailbox.

Personal Assistant Destination: This is the extension that you are designating as your Personal Assistant. The Personal Assistant feature allows callers to divert to your designated assistant instead of going to your voicemail box or the general operator.

Redirect Active: Checking this box turns on Message Redirect for this mailbox.

Redirect Destination (Must be a valid mailbox): This is an active mailbox that you would like all of your voicemail messages copied to.

Redirect Keep Local Copy: Keeps a copy of all messages in your local mailbox when copying via the Message Redirect option.

Message Prompts: Turns message prompting on or off when listening to messages that have been left for you.



Greeting: Select which of the greetings that you would like to use.

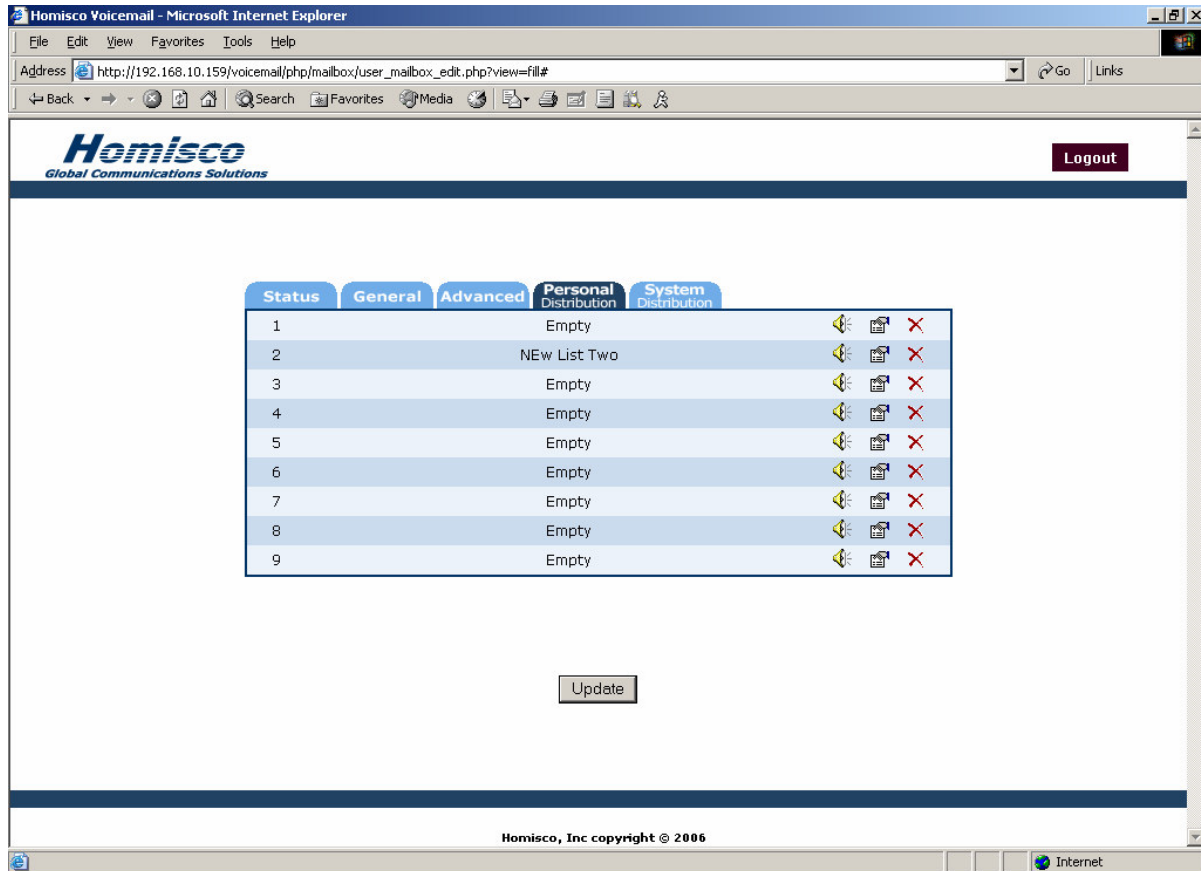


Click on this symbol to listen to the currently selected greeting (sound card/speaker required).

Temp Greeting Active: If this box is checked then the temporary greeting is enabled.



Personal Distribution Lists



This screen shows a list of all available personal distribution lists with their number and name listed. To the right, you see:



Click on this symbol to listen to the recorded name for a distribution list. The system will play the default name, or, it will play the personalized one that has been recorded for this distribution list if one has been created.



Click here to edit or add a distribution list (see next page for details).



Click here to delete an existing distribution list.



Personal Distribution List – Editing & Adding

Dist. List #2	List Name: Engineering	update
Mailbox #	Last Name	First Name
9055	9055	✗
9155	9155	✗
9255	9255	✗
9355	9355	✗
9455	9455	✗
9550	9550	✗
9551	9551	✗
9552	9552	✗
9553	9553	✗
9554	9554	✗
9555	9555	✗
9556	9556	✗
9557	9557	✗
9558	9558	✗
9559	9559	✗
9655	9655	✗

 [Add Mailboxes to List](#)

List Name: This is the name that has been assigned to this distribution list. If you wish to change it, simply enter the name that you want and click “update” to save it.

Mailbox #: This column will list the user mailboxes that are already in the distribution list.

Last Name & First Name: This column will list the user names associated with each mailbox that is in the distribution list.



Click here to quickly delete a mailbox from the distribution list.



[Add Mailboxes to List](#) Click this link to add or remove mailboxes from your distribution list. When you select this option, you will be sent to the following screen:



Search Results		Add List
1234 - Joe Smith 2313 - Tony Picard 2545 - Ron Clark 3333 - Pat Zundell 3456 - Sue Jones 4444 - Chuck Morton 6969 - Ralphie Memmolo 8899 - Marilyn Iacoviello 9002 - 9002 9003 - 9003 9004 - 9004 9005 - 9005 9006 - 9006 9007 - 9007 9008 - 9008 9009 - 9009 9010 - 9010 9011 - 9011 9012 - 9012 9013 - 9013	<div>Add -></div> <div><- Remove</div>	
Search Count: 690		Mailbox Count: 0
<div>Add Mailboxes</div>		

On the left, under “Search Results”, you will see a list of mailboxes that are available to add to your distribution list. On the right, under “Add List”, you will see a list of mailboxes that are going to be added to your existing list. To move mailboxes to this side simply click on the mailboxes from the left and then click on “Add” in the center. To remove items from the “Add List”, click in them and then click on “Remove” in the center. When you are finished moving mailboxes into or out of the list, click on “Add Mailboxes” to save your changes.

When creating a new distribution list you must first create a name as in the example below:

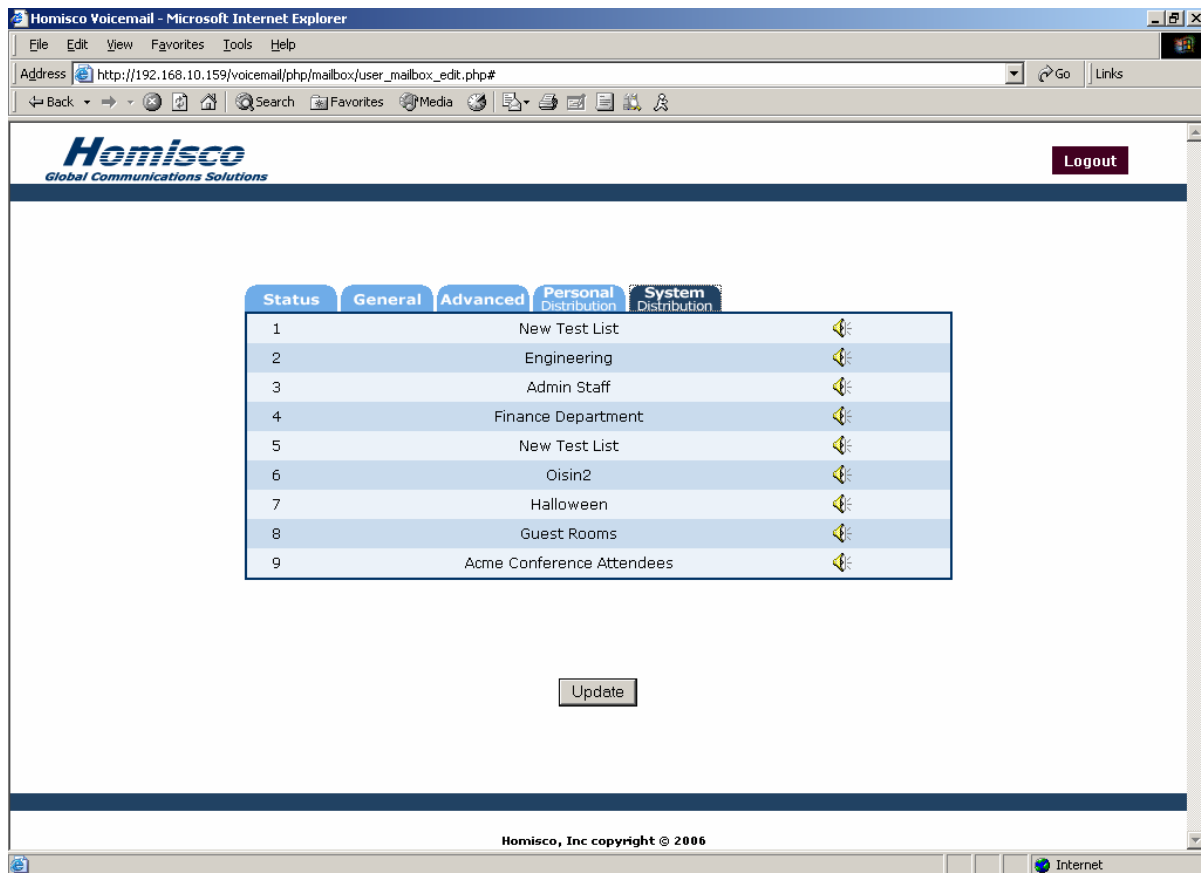
List #:	1
List Name:	<input type="text" value="Empty"/> <input type="button" value="update name"/>

You must enter and submit a List Name before adding mailboxes

Type in the name you would like to use and then click on “update name” to save the name that you have entered.



System Distribution Lists



This screen shows a list of all available system distribution lists with their number and name listed. To the right, you see:



Click on this symbol to listen to the recorded name for a distribution list. The system will play the default name, or, it will play the personalized one that has been recorded for this distribution list if one has been created.

Note that you are not allowed to edit or delete system distribution lists. In order to do this you must be a system administrator and logged on as the system administrator.



Listening To Your Messages

Message ID	Status	Caller ID	Call Number	New Time	Change Time
86	Saved	85570	890	10:35:23 23-FEB-2005	11:25:23 26-SEP-2006
87	Saved	85570	891	10:35:54 23-FEB-2005	15:22:52 31-OCT-2006
88	Saved	85570	894	10:39:15 23-FEB-2005	18:20:40 10-FEB-2006
90	Saved	302667031	975	14:06:13 23-FEB-2005	14:26:30 03-NOV-2006
93	Saved	087634847894	1485	10:41:53 28-FEB-2005	10:41:53 28-FEB-2005
95	Saved	12345	1491	10:48:37 28-FEB-2005	10:48:37 28-FEB-2005
96	Saved	12345	1496	10:51:23 28-FEB-2005	10:51:23 28-FEB-2005
97	Saved	12345	1496	10:51:24 28-FEB-2005	16:31:41 25-SEP-2006
98	Saved	12345	1499	11:19:50 28-FEB-2005	14:26:38 03-NOV-2006

If you click on the “New Messages” or “Saved Messages” link from the Status tab you will see a list of new or saved messages for your mailbox. You will be provided the following detailed information for each message:

Message ID: This is the voicemail message ID number assigned to this message.

Status: This tells you if the message is new or saved.

Caller ID: This tells you the caller ID of the person who left the message, if known.

Call Number: This is the call number assigned to this system message.

New Time: This tells you the date and time that the message was initially received as “new”.

Change Time: This tells you the date and time that the messages status was last changed.



Click on this symbol to listen to the message (sound card/speaker required). After listening to a “new” message, it’s status will automatically be changed to “saved”.



Click on this symbol to save the message to your PC as a .wav file.



Click on this symbol to delete the message.



[New](#) If this link is active, click here to switch to the new messages menu.



[Saved](#) If this link is active, click here to switch to the saved messages menu.



[Home](#) Click here to return to the status menu.



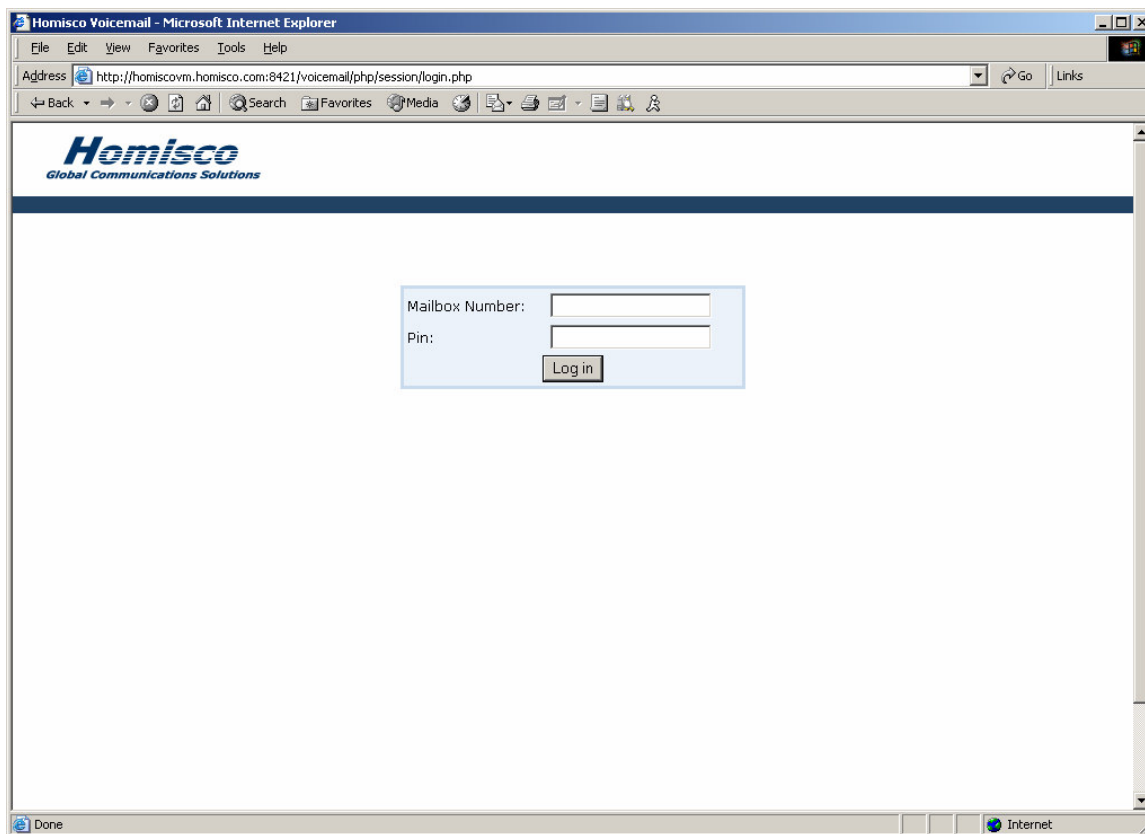
Homisco Voicemail – The Administrator

Accessing the Admin Tools via a browser

Please go to the following link:

To retain a shortcut to this link for future reference, click on “Favorites” (Internet Explorer only) in the menu bar and choose “Add to favorites”.

Enter your login and password and click on Log in.





Browser Home Page



The **Audit Trail** allows you to bring up detailed voicemail auditing data by extension, date/time, caller ID number (if enabled), call number, etc.

The **Auto Attendant** allows you to bring up detailed information about the number of calls coming into your optional auto-attendant feature. It will also show which options people are selecting once they are in there.

The **Class of Services** allows you to add, delete and edit extension class of service settings.

The **Dept. Management** allows you to add, delete and modify departments.

The **Distribution List** allows you to add, delete and modify "System" distribution lists.

The **Group Messaging** allows you to manage and report on all activity with the optional Group Messaging feature.



The **Mailbox Management** will allow you to add or edit individual or groups of extensions in the voicemail system.

The **Pin Code Blacklist** allows you to add and delete pin code entries that cannot be used for security purposes, such as, consecutive or repeating digits.

The **P.M.S.** allows hotels without a PMS system to manually check in and out rooms so that the voicemail box will be turned on.

The **System Settings** will allow you to set basic overall voicemail system settings.

The **System Status** will allow you to ensure that several basic features are currently functioning, such as the PMS check-in/check-out interface and MWI notification as well as basic voicemail functionality.

The **Wake Up** allows you to manage and report on all activity with the optional Guest Wake Up Call feature.

[Click Here for Quick Reference Guide](#): This link will load up the most recent version of the user/admin guide in PDF format. You can print or save the document for future use.



Audit Trail

Time: When selecting this box a pull down menu will appear listing different time parameters (see screenshot below).

Start & End Time: When clicking here you can enter more specific start and end dates and times for data that you are looking for.



Audit Trail - Advanced Search Tab

The screenshot shows the Homisco web interface for the Audit Trail - Advanced Search Tab. The sidebar menu on the left includes: Home, Audit Trail (highlighted), Auto Attendant, Class of Services, Dept. Management, Distribution List, Group Messaging, Mailbox Management, Pin Code Blacklist, P.M.S, System Settings, System Status, and Wake Up. The main content area has two tabs: Search and Advanced. The Advanced tab is selected, displaying a search form with the following fields: Mailbox Extension, Caller ID, Call Number, and Notes. A Search button is located below the form. The footer of the page reads: Homisco, Inc. Copyright © 2007 - 2009.

Mailbox Extension: Enter the mailbox that you wish to get detailed audit data for.

Caller ID: Enter the Caller ID that you wish to get detailed audit data for.

Call Number: Enter the Call Number that you wish to get detailed audit data for.

Notes: Enter digits or text to search for that might appear in the Audit Search “notes” field. See the screenshot on page 43 for examples of the text that you might want to search for. Search results are not case sensitive and you may not use “wildcards”.



Audit Trail - Search Results Page

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Audit Trail

Auto Attendant

Class of Services

Dept. Management

Distribution List

Group Messaging

Mailbox Management

Pin Code Blacklist

P.M.S

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Wake Up

Results

Mailbox Number	Caller ID	Call Number	Time Stamp	Notes
2316	192.168.10.89	-1	08 FEB 2010 08:43:59	Mailbox 2316 accessed via web interface
2319	0	5481	08 FEB 2010 09:00:08	WU not accepted - NO ANSWER when dialing 2319
2319	0	5481	08 FEB 2010 09:00:08	WU not accepted, reattempt call needed for 2319
2319	0	5482	08 FEB 2010 09:00:46	WU not accepted - NO ANSWER when dialing 2319
2319	0	5482	08 FEB 2010 09:00:47	WU not accepted, reattempt call needed for 2319
2319	0	5483	08 FEB 2010 09:01:25	WU not accepted - NO ANSWER when dialing 2319
2319	0	5483	08 FEB 2010 09:01:25	WU not accepted, reattempt call needed for 2319
2319	0	5484	08 FEB 2010 09:02:19	WU FRNT DESK CALL not accepted - NO ANSWER
2319	0	5484	08 FEB 2010 09:02:19	WU not accepted, reattempt call needed for 2319
2319	0	5485	08 FEB 2010 09:03:49	WU not accepted, reattempt call needed for 2319
2318	0	5496	08 FEB 2010 09:32:49	WU not accepted, reattempt call needed for 2318
2318	0	5497	08 FEB 2010 09:34:16	WU not accepted, reattempt call needed for 2318
2318	0	5498	08 FEB 2010 09:35:42	WU not accepted, reattempt call needed for 2318
2315	192.168.10.134	-1	08 FEB 2010 11:02:50	Mailbox 2315 accessed via web interface

[New Search](#)

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Mailbox Number: This column will list which mailbox number the audit detail is being provided for.

Caller ID: This column will list the Caller ID (if known). Note that this can be a PBX extension or an IP address if the mailbox is accessed via the web.

Call Number: This column will list the voicemail system Call Number.

Time Stamp: This column will list the date and time of each detailed item in the audit detail.

Notes: This column will list a short summary what is happening on each line item of the audit detail.



Auto Attendant (Optional Module)

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Global Communications Solutions

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Options

- [Track Auto Attendant Call Options](#)
- [View or Modify Auto Attendant Option Labels](#)

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Track Auto Attendant Call Options: Click here to search for call activity that has come through your auto attendant. This reporting will show the total number of calls that have come in as well as which options callers selected from the menu that is presented to them.

View or Modify Auto Attendant Option Labels: Click here to view the list of names that you have given to each auto attendant option. Please note that these names are for your own reference and for reporting purposes. If you wish to change how your auto attendant functions you must call Homisco for assistance.



Auto Attendant – Viewing Call Activity

After clicking on the “Track Auto Attendant Call Options” link you must select the time period that you would like to see activity on.

Time: When selecting this box a pull down menu will appear listing different time parameters (see screenshot below).

Search Advanced

Time: Last Hour

Start: 9:13

End Time: 9:25

2006 14 / September / 2006

Search

Start & End Time: When clicking here you can enter more specific start and end dates and times for data that you are looking for.

After clicking on “Search” you will be shown information similar to the screenshot below:

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Results

Auto Attendant Option	Option Description	Count
Caller Chose Option 0	Operator	5
Caller Chose Option 1	Dial by Extension	17
Caller Chose Option 2	Dial by Name	7
Caller Chose Option 3	Sales	0
Caller Chose Option 4	Service	12
Caller Chose Option 5	Shipping/Receiving	2
Caller Chose Option 6	Accounting	11
Caller Chose Option 7	Administrative Offices	6
Caller Chose Option 8	Directions	0
Caller Chose Option 9	NOT USED	8
No Entry	Routes to Operator	1
Total:		69

Report Start Time: January 9th 2010, 14:29 to Report End Time: February 8th 2010, 14:29
Report Generated On: February 8th 2010, 14:29

[New Search](#)

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Here you will see a list of the options that you currently have in your auto attendant, how many callers selected each option as well a grand total. At the bottom of the



page you are also presented with a summary of the dates & times that the data covers.



Auto Attendant – Editing Auto Attendant Entries

After clicking on the “View or Modify Auto Attendant Option Labels” link you will be presented a screen similar to this one:

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Auto Attendant Option	Option Description
Option Zero:	Operator
Option One:	Dial by Extension
Option Two:	Dial by Name
Option Three:	Sales
Option Four:	Service
Option Five:	Shipping/Receiving
Option Six:	Accounting
Option Seven:	Administrative Offices
Option Eight:	Directions
Option Nine:	NOT USED
No Option:	Routes to Operator

To update labels, edit or overwrite the current name, then click on the Update button.

Update

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Here you are shown a list of option numbers and the name that you have associated with each one. Please note that these names are for your own reference and for reporting purposes. If you wish to change how your auto attendant functions you must call Homisco for assistance.



Class of Services

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COS			
ID	Description		
1	GUEST		
8	ADMIN		
9	FwdRevTest		

[Add Class of Service](#)

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[Add Class of Service](#) Click this link to add a new class of service.

Click here to edit an existing class of service.

Click here to delete an existing class of service. Note that if you try to delete a class of service that is assigned to one or more mailboxes you will be given an error message and you will not be allowed to delete it.



Class of Services - General Tab

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Global Communications Solutions

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System Settings

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Wake Up

Class of Service ID: 1

General

Pin Code

Menu

Mailbox

Advanced

Playback

Description:

GUEST

Max Messages:

100

Warn Mailbox Full:

☐

Warn Mailbox Full Level:

0

Forward Message:

☐

Trunk Access Code:

Update COS

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Description: A brief description of the class of service.

Max Messages: The maximum number of voicemail messages for each user assigned to this class of service.

Warn Mailbox Full: If this box is checked you will receive a warning when you reach the "Warn Mailbox Full Level" which is set below.

Warn Mailbox Full Level: If a mailbox is set to provide a warning when a mailbox is getting full, it will do so once the number set here is reached.

Forward Message: If this box is checked, then the user is given the ability to forward messages to other voicemail users and possibly distribution lists depending on other settings..

Trunk Access Code: Digits to be used to prefix outbound calls from the system.



Class of Services - Pin Code Tab

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Force Renewal of PIN:	<input type="checkbox"/>
Pin Renewal Warning:	<input type="checkbox"/>
Pin Alarm:	<input type="checkbox"/>
Skip Pin:	<input checked="" type="checkbox"/>
Pin Renew Days:	<input type="text" value="500"/>
Pin Renew Alarm:	<input type="text" value="1"/>

Update COS

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Force Renewal of PIN: If this box is checked users you will be forced to change their pin number after the number of days designated in “Pin Renew Days”.

Pin Renewal Warning: If this box is checked users will receive a warning when they reach the number of days left in the “Pin Renew Alarm” which is set below.

Pin Alarm: Users will be forced to change their pin number after this many days.

Skip Pin: Users can bypass entering a pin number if calling from their own extension.

Pin Renew Days: Users will be forced to change their pin number after this many days.

Pin Renew Alarm: Users will receive a pin renewal warning this many days before the current one expires.





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Access Mailbox Menu:	<input type="checkbox"/>
Digit 1 - Manage Greetings Menu:	<input type="checkbox"/>
Digit 2 - Change Pin Code:	<input type="checkbox"/>
Digit 3 - Advanced Menu:	<input type="checkbox"/>
Digit 4 - Wizard:	<input type="checkbox"/>
Reply to Message:	<input type="checkbox"/>

Update COS

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Access Mailbox Menu: Checking this box will allow access to mailbox management menus which are listed below.

Digit 1 – Manage Greetings Menu: Allows users to manage their greetings.

Digit 2 – Change Pin Code: Allows users to change their pin codes.

Digit 3 – Advanced Menu: Allows users to access and manage the advanced voicemail features such as message redirect and personal assistant.

Digit 4 – Wizard: Guides users through setting up their mailbox the first time that it is accessed.

Reply to Message: Allows users to reply to callers if the system knows their identity.



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Greeting 1	<input type="checkbox"/>
Greeting 2	<input type="checkbox"/>
Greeting 3:	<input type="checkbox"/>
Temporary Greeting:	<input type="checkbox"/>
Select Internal Greeting:	<input type="checkbox"/>
Check In Greeting:	<input type="checkbox"/>

Update COS

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Greeting 1: Allows users to set a greeting.

Greeting 2: Allows users to set a second greeting.

Greeting 3: Allows users to set a third greeting.


Temporary Greeting: Allows users to set a temporary greeting.

Select Greeting: Allows users to select which greeting will be active.

Check In Greeting: System will leave a default message in a mailbox when it is first activated. In the case of hotel customers, when a room is “checked in” you can leave a hotel-specific greeting welcoming them to the hotel, etc.



Class of Services - Advanced Tab



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Message Waiting Destination:	<input type="checkbox"/>
Redirect:	<input type="checkbox"/>
Personal Assistant:	<input type="checkbox"/>
Follow Me:	<input type="checkbox"/>
Message Prompts:	<input type="checkbox"/>
Allow Posted Access:	<input type="checkbox"/>
Distribution List Access:	no access
Distribution List Name Access:	no access
Wake Up Creation Access:	<input checked="" type="checkbox"/>
Wake Up Greeting Modification:	<input type="checkbox"/>
Wake Up Web Access:	<input type="checkbox"/>

Update COS

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Message Waiting Destination: This option allows user to change the PBX station who's message waiting indicator will be turned on and/or off.

Redirect: Allows users to select a redirect mailbox.

Personal Assistant: Allows users to select a personal assistant.

Message Prompts: Turns message prompting off when listening to messages that have been left for the user.

Allow Posted Access: Allows users to access posted-messages menus for checked out guests. Once the hotel operator enters the correct guest password and checkout date the guest can then listen to messages that were left for him or her while they were at the hotel.



Distribution List Access: This tab allows you to select which type of voicemail distribution lists users can access. The options are:

No Access: Users cannot access any distribution lists.

User: Users can add, create and modify only personal lists.

System: Users can add, create and modify only system lists.

Both: Users can add, created and modify both User & System lists.

Distribution List Name Access: This tab allows you to select which type of voicemail distribution lists users can change the recorded names of via the phone. The options are:

No Access: Users cannot change the names of any distribution lists.

User: Users can change the names of only personal lists.

System: Users can change the names of only system lists.

Both: Users can change the names of both User & System lists.



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Repeat:	<input checked="" type="checkbox"/>
Save:	<input checked="" type="checkbox"/>
Delete:	<input checked="" type="checkbox"/>
Details:	<input checked="" type="checkbox"/>
Return Call:	<input type="checkbox"/>
Previous :	<input type="checkbox"/>
Rewind:	<input type="checkbox"/>
Forward:	<input type="checkbox"/>
Pause:	<input type="checkbox"/>

Update COS

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Repeat: Allows users to repeat the current message during or after playback.

Save: Allows users to save the current message during or after playback.

Delete: Allows users to delete the current message during or after playback.

Details: Allows users to get the details (time, date, etc) of the current message during or after playback.

Return Call: Allows user to reply to the caller if known or to forward the message to another voicemail user.

Previous: Allows users to listen to the previous message.

Rewind: Allows users to do a short “rewind” while listening to a message.




Forward: Allows users to do a short “forward” while listening to a message.

Pause: Allows users to pause while listening to a message.



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Department

Department ID	Department Name		
1	CPE		
2	IAN		
3	VANX		
4	ADMIN		
5	SALES		
8	Guest Room		

[Add Department](#)

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[Add Department](#) Click this link to add a new department (screenshot below). Once you have entered a name for the new department, click on “Add Department” to save it. The system will automatically assign a number to the new department.

Department

Department Name:

Add Department




Click here to edit an existing department (screenshot below). Once you have edited the department name, click on “Update Department” to save it.



Department	
Department ID:	5
Department:	<input type="text" value="SALES"/>

Update Department

 Click here to delete an existing department.



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Dist. List

List #	Name			
1	Empty			
2	Engineering			
3	Admin Staff			
4	Finance Department			
5	New Test List			
6	Oisin2			
7	Halloween			
8	Guest Rooms			
9	Acme Conference Attendees			

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List #: This column lists the distribution list numbers.

Name: This column lists the name that has been given to each distribution list.



Click on this symbol to listen to the recorded name for a distribution list. The system will play the default name, or, it will play the personalized one that has been recorded for this distribution list if a user has created one.



Click here to edit or add a distribution list.



Click here to delete an existing distribution list.



Distribution Lists – Editing & Adding

Dist. List #2		List Name: <input type="text" value="Engineering"/>	<input type="button" value="update"/>
Mailbox #	Last Name	First Name	
9055	9055		✗
9155	9155		✗
9255	9255		✗
9355	9355		✗
9455	9455		✗
9550	9550		✗
9551	9551		✗
9552	9552		✗
9553	9553		✗
9554	9554		✗
9555	9555		✗
9556	9556		✗
9557	9557		✗
9558	9558		✗
9559	9559		✗
9655	9655		✗

 [Add Mailboxes to List](#)

List Name: This is the name that has been assigned to this distribution list. If you wish to change it, simply enter the name that you want and click “update” to save it.

Mailbox #: This column will list the user mailboxes that are already in the distribution list.

Last Name & First Name: This column will list the user names associated with each mailbox that is in the distribution list.



Click here to quickly delete a mailbox from the distribution list.



[Add Mailboxes to List](#) Click this link to add or remove mailboxes from your distribution list. When you select this option, you will be sent to the following screen:



Search Results		Add List
1234 - Joe Smith 2313 - Tony Picard 2545 - Ron Clark 3333 - Pat Zundell 3456 - Sue Jones 4444 - Chuck Morton 6969 - Ralphie Memmolo 8899 - Marilyn Iacoviello 9002 - 9002 9003 - 9003 9004 - 9004 9005 - 9005 9006 - 9006 9007 - 9007 9008 - 9008 9009 - 9009 9010 - 9010 9011 - 9011 9012 - 9012 9013 - 9013	<div>Add -></div> <div><- Remove</div>	
Search Count: 690		Mailbox Count: 0
<div>Add Mailboxes</div>		

On the left, under “Search Results”, you will see a list of mailboxes that are available to add to your distribution list. On the right, under “Add List”, you will see a list of mailboxes that are going to be added to your existing list. To move mailboxes to this side simply click on the mailboxes from the left and then click on “Add” in the center. To remove items from the “Add List”, click in them and then click on “Remove” in the center. When you are finished moving mailboxes into or out of the list, click on “Add Mailboxes” to save your changes.

When creating a new distribution list you must first create a name as in the example below:

List #:	1
List Name:	<input type="text" value="Empty"/> <input type="button" value="update name"/>

You must enter and submit a List Name before adding mailboxes

Type in the name you would like to use and then click on “update name” to save the name that you have entered.



Group Messaging (Optional Module)

The “Group Messaging” feature allows hotel administrators to create and manage the messaging capabilities of groups that are checked in to the hotel. Leaders of these groups (hotel guests) are allowed to send voicemail messages to all guest rooms that are assigned to their group as well as leave automated wake-up calls for the entire group (if that module has been purchased).

Group messages are left by accessing the hotel voicemail system and selecting the “group messaging options”. Group leaders will record their message and it will then be deposited in the mailbox of every member of their group who is currently checked-in as well as those who check-in in the future. The Property Management System must provide a “Group Code” to the voicemail system upon a guest’s check-in so that a guest can be automatically assigned to a pre-existing group. If this is not provided, a hotel administrator must add the checked-in room to a group manually.

Group Code	Group Name	Date Added	Members
FFS	FFS	03-19-2009 15:40:41	7
RS	Redsox 2004 Champs	03-19-2009 15:32:26	5
da	System Created	03-19-2009 16:29:38	1
homi	Homisco	03-19-2009 15:37:40	6
tg	Telecom Giants	03-19-2009 15:38:59	4

Group Code: This is the code that you have assigned to a group. You can setup a group prior to check-in in anticipation of future use. Once created, any guests who check-in to the hotel with this exact group code (to include the matching of upper & lower-case characters) will automatically be added to the group. If a guest checks in with a group code that does not already exist, a new group will be auto-added with that code. Be aware that if a group is added automatically you must assign a group leader to it, otherwise no one will have access to create group messages and/or group wake-up calls (if that module has been purchased).

Group Name: This is the name that you have assigned to the group for your own reference.



** Note that if a group is auto-created it will be assigned the name "System Created" by default.*

Date Added: This is the date that the group was created. If the group is auto-created, the system will use the date and time of the first check-in as the date created. Automated maintenance procedures are performed on groups based on this date so that old groups are removed after a period of time. Groups and all group messages and group wakeups belonging to them are deleted 30 days after the "Date Added". If you need to keep groups for longer than 30 days call Homisco support for assistance.

Members: This is the number of checked-in guest rooms currently assigned to this group.



Click here to edit an existing group.



Click here to delete an existing group. You will be prompted to confirm and enter your administrator password before deleting an existing group. Deleting a group will remove all guest rooms from the group, will delete all group messages and group wake-up calls that have been set, and will delete the group itself once this process has been completed. Please note that there is an auto-delete maintenance routine that is performed based on the "Date Added" and is described above.



Add Group Click here to add a new group.



Group Messaging – Adding A New Group


A screenshot of a web form titled "Add Group". It contains two input fields: "Group Code:" and "Group Name:". Below the "Group Name:" field is a button labeled "Add Group".

Add Group	
Group Code:	<input type="text"/>
Group Name:	<input type="text"/>
<input type="button" value="Add Group"/>	

Group Code: This is the code that you are assigning to a group. You can setup a group prior to check-in in anticipation of future use. Once created, any guests who check-in to the hotel with this group code will automatically be added to the group. If a guest checks in with a group code that does not already exist, a new group will be added with that code.

Group Name: This is the name that you have assigned to the group.

Pre-Check-In Mailboxes: We recommend that you create groups prior to the first guest checking into the hotel. By creating a group in advance, you can assign a “Pre-check-in” mailbox to it and allow a group leader to leave messages for other members before they arrive. Recording group messages prior to check-in allows group leaders to leave welcome/check-in messages for group members as they arrive. Here is our recommended procedure for doing this:

1. Add a new group and group name through the menu, making sure to assign the correct group code that will be assigned to this group.
2. From the main Group Messaging menu, click on the edit button of the group that you just created.
3. At the bottom of the edit menus you will see a  [Add Mailbox to Group](#) link. Click on the link, follow the search menus to find the “Pre-check-in” mailbox that you want, and add it to the group.
4. Once this mailbox is added, click on the “Main” tab of the edit page.
5. Click on the drop down arrow next to “Group Leader” and select the “Pre-check-in” mailbox that you just created.
6. The “Pre-check-in” mailbox is now ready to be accessed by the future hotel guest who will be the group leader of this group.
7. The future group leader can then call the hotel’s main number and asked to be transferred to voicemail retrieval. Once he/she gains access to the “Pre-check-in” mailbox they will hear the prompt to access “Group Messaging Options”. After selecting this, the group leader can record a message that will be left for every member of his/her group upon check-in.



8. Once this group begins to check-in to the hotel, a hotel administrator must assign one of the guests as “Group Leader” and can also assign another guest as “Group Sub-Leader”. Although the “Pre-Check-In” mailbox will still function, it is best to switch the group leader to a checked-in guest mailbox so that they can access the group messaging and group wake-up call functions right from their guest room phone.

The Homisco system installer will create a series of “Pre-Check-In” mailboxes that you can reuse repeatedly for this purpose. As each customer will have unique PBX & PMS configurations, you should test this process thoroughly with the Homisco technician during the installation process.



Group Messaging – Edit “Main” Tab

Main	Members	Messages
Group Code:	FFS	
Date Added:	03-19-2009 15:40:41	
Group Name:	<input type="text" value="FFS"/>	
Group Leader:	<input type="text" value="2315 - C.D. Garabegian"/> ▼	
Group Sub-Leader:	<input type="text" value="-- Select a Sub Leader --"/> ▼	

 [Add Mailbox to Group](#)

Group Code: This is the code that you have assigned to a group.

Date Added: This is the date that the group was created. If the group is auto-created, the system will use the date and time of the first check-in as the date created.

Group Name: This is the name that you have assigned to the group. Click the “update” button to save your changes after adding or changing the Group Name.

Group Leader: This is the hotel guest who is assigned as the Group Leader of this particular group. Click the drop-down arrow to select which checked-in guest to assign. When this person accesses voicemail retrieval, they will be given prompts to access the group messaging features. The Group Leader can leave voicemail messages for their group as well as leave group wake-up calls if this module has been purchased. If no one is assigned as Group Leader, then there will be no group messaging or group wake-up functionality for the group. Click the “update” button to save your changes after adding or changing the Group Leader.

Group Sub-Leader: This is the hotel guest who is assigned as the sub-leader of this particular group. Click the drop-down arrow to select which checked-in guest to assign. When this person accesses voicemail retrieval, they will be given prompts to access the group messaging features. The Group Sub-Leader can leave voicemail messages for their group. Click the “update” button to save your changes after adding or changing the Group Sub-Leader.

The Group Sub-Leader does not have access to group wake-up call functionality.



Group Messaging – Edit “Members” Tab

Main		Members		Messages	
Group Code: FFS		Group Name:		FFS	
Mailbox	Last Name	First Name	Status	Wakeup	Remove
2315	Garabegian	C.D.	Full Leader	YES	✗
2220	Group Check-In	Manual	Member	NO	✗
2225	Blackstock	Jim	Member	NO	✗
2228	Memmo	Ralph	Member	NO	✗
2230	Zevely	Clay	Member	NO	✗
2301		fred	Member	NO	✗
2323			Member	NO	✗

Update

 [Add Mailbox to Group](#)

Mailbox: This is the guest mailbox number.

Last Name: This is the last name of the guest. If you add a guest to a group through the Homisco group messaging menus rather than automatically through your PMS system their last name will be auto-assigned as “Group Check-In”.

First Name: This is the first name of the guest. If you add a guest to a group through the Homisco group messaging menus rather than automatically through your PMS system their first name will be auto-assigned as “Manual”.

Status: This column shows the membership status of all hotel guests who are assigned to the group. Possible status levels are “Group Leader”, “Sub Leader”, and “Member”. Only the Group Leader and Sub Leader have the ability to leave messages for a group. If a group leader leaves a message and then wants to delete it, they must contact a hotel administrator to do this for them.

Wakeup: This column lists whether this guest has the ability to create group wake-up calls. Only the hotel guest assigned Group Leader status has the ability to leave wakeup calls for the group.

Remove: Click the red “X” to remove a guest mailbox from this group.



Group Messaging – Edit “Messages” Tab

Main		Members	Messages			
Group Code: FFS			Group Name: FFS			
Msg ID	Date Left	New	Saved	Deleted		
7973	03-19-2009 16:05:29	5	0	1		
7980	03-19-2009 16:06:08	5	0	1		
7987	03-19-2009 16:06:39	5	1	0		

[Add Mailbox to Group](#)

Msg ID: This is the message identification number of this group message.

Date Left: This is the date and time that this group message was left.

New: This is the number of group members who still have this group message in their mailbox as a “new” message (i.e., they have not listened to it yet).

Saved: This is the number of group members who have saved this message.

Deleted: This is the number of group members who have deleted this message.

** Note that the numbers in the columns will increment as guests from this group check-in, check-out, or listen to their messages. Totals on this screen will not increment automatically, you must hit “F5” to refresh the screen to see new messages and new message status counts.*



Click on this symbol to listen to the recorded group message. If a hotel guest with “leader” capabilities asks a hotel administrator to delete a group message that they have sent to their group, it would be a good idea to listen to it first to be sure that you are about to delete the correct one.



Click here to delete an existing group message. You will be prompted to confirm and enter your administrator password before deleting an existing group message. Deleting a group message will remove it from all guest mailboxes where it is in “New” or “Saved” status.




Group Messaging – Adding Group Members

Overview: Generally speaking, hotel guests should only be added to groups automatically through the PMS/voicemail check-in process. When a member is added to a group the system checks to see if there are group messages that have already been left for that group. If there are, those messages are inserted into the guests voicemail box and the message waiting light in their room is turned on.

Automatic Check-in Overview: When Homisco receives a check-in message from the PMS with a group code that is identical to an existing group we will add that guest to the group. If we receive a check-in message from the PMS with a group code that does not match an existing group we will create a new group using that code and assign it a name of “System Created”.

Manual Check-in Overview: The ability to add hotel guests to an existing group manually should only be used as a last resort if the PMS interface is down and we are not receiving guest check-in messages. When adding guest room mailboxes manually through the web-interface you will only be activating the mailbox for use and depositing pre-existing messages for that group in the box. You cannot enter detailed guest information into the Homisco system and the guest room names will no longer be synchronized with the PMS system. When the PMS system comes back online with Homisco a database swap is normally initiated on the PMS side in order to update all missed check-in messages. When this is done, all mailboxes with guest names on the PMS side that don't match the names on the Homisco side will be automatically checked in. It is very likely that manually checked in mailboxes will be checked in again but with the proper PMS information. When this happens guests will receive all messages intended for the group and may receive messages that they have already listened to previously. Manual check-in is a feature that should only be used in an emergency, it is not a substitute for a fully-functioning PMS check-in/check-out interface.

When checking a guest in manually, click on the  [Add Mailbox to Group](#) link. You will be brought to the search function as follows:

Search	
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Mailbox Number:	<input type="text"/>
Department:	<input type="text"/> ▼
Class of Service:	<input type="text"/> ▼



From here you can enter a mailbox number in the “Mailbox Number” field to check-in one mailbox, or, you can click on the down arrow in either the “Department” or “Class of Service” fields in order to select from a larger group. Click the down arrow as follows:

Search

First Name:

Last Name:

Mailbox Number:

Department:

Class of Service:

1 - GUEST

8 - ADMIN

Search

Click on the “Search” button to bring up the mailboxes that match the parameters of your search. You will see the available mailboxes in the box on the left side of the search results as in the screenshot below:

Search Results

9001 - 9001
9002 - 9002
9003 - 9003
9004 - 9004
9005 - 9005
9006 - 9006
9007 - 9007
9008 - 9008
9010 - 9010
9011 - 9011
9013 - 9013
9014 - 9014
9016 - 9016
9018 - 9018
9019 - 9019
9021 - 9021
9022 - 9022
9023 - 9023
9024 - 9024
9025 - 9025

Add List

9009 - 9009
9012 - 9012
9015 - 9015
9017 - 9017
9020 - 9020

Add ->

<- Remove

Search Count: 45

Mailbox Count: 5

Add Mailboxes

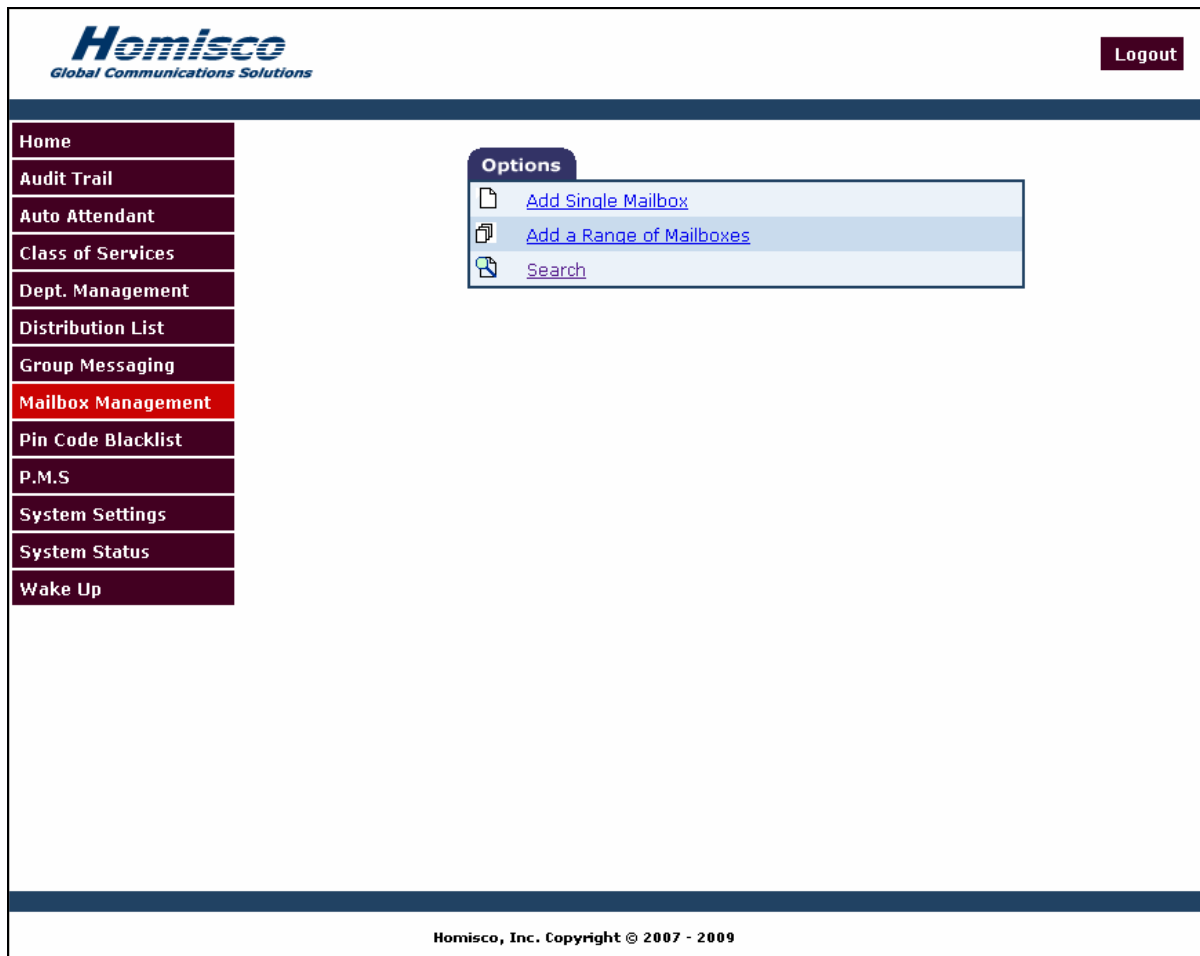
Click on each extension that you wish to add to the group and click “Add” to move them into the “Add List” box. Once you have added all the mailboxes that you want to the “Add List” click on the “Add Mailboxes” button to add them. Hitting “Add Mailboxes” adds them to the group that you are working with, turns them all on, and deposits any group messages that were left previously into each one.



Group Messaging – Edit “Wake Ups” Tab



Mailbox Management



Add Single Extension: This allows you to add a single extension to the system (see page 29).

Add a Range of Extensions: This allows you to add a range of extensions at once. All extensions will be added using the same department and Class of Service (see page 33).

Search: This allows you to search the extension database for those that fit certain parameters. This can speed up the process of editing, deleting and viewing (see page 34).



Mailbox Management – Add Extension “General” Tab

The screenshot shows the Homisco Global Communications Solutions interface. On the left is a navigation menu with options: Home, Audit Trail, Auto Attendant, Class of Services, Dept. Management, Distribution List, Group Messaging, Mailbox Management (highlighted), Pin Code Blacklist, P.M.S, System Settings, System Status, and Wake Up. The main content area has two tabs: 'General' and 'Advanced'. The 'General' tab contains the following fields: Mailbox Number (text input), PBX Extension (text input), First Name (text input), Last Name (text input), Description (text input), Department (dropdown menu with 'CPE' selected), Class of Service (dropdown menu with '1 - GUEST' selected), Accessible Through Auto Attendant (checkbox), Voicemail Box Active (checkbox), Message Waiting Destination (text input), Pin Code (text input), Copy to Email (checkbox), and Email Address (text input). Below these fields is an 'Add Mailbox' button. The top right corner has a 'Logout' button. The footer contains the text: Homisco, Inc. Copyright © 2007 - 2009.

Mailbox Number: This is the mailbox number that you are creating.

PBX Extension: The PBX station number associated with this mailbox.

First Name: The first name of the person using this mailbox.

Last Name: The last name of the person using this mailbox. It is important to verify that the last name is spelled correctly as this is where the Dial-By-Name module gathers the list of available users.

Description: A general note about the mailbox.

Department: The department that this mailbox is associated with.

Class of Service: The class of service that you would like to assign to this mailbox.



Accessible Through Auto-Attendant: Allows this extension to be reached through the auto-attendant and Dial-By-Name features.

Voicemail Box Active: Checking this box turns the voicemail box on for use.

Message Waiting Destination: This is the PBX station who's MWI will be turned on and/or off.

Pin Code: The pin code assigned to this box. If you do not assign a number the system will use the system default which has been assigned by the system administrator under "System Settings" (see page 26).

Copy to Email: Clicking on this box sets up this mailbox to send a copy of all voicemails to the email address designated in the "Email Address" field.

IMPORTANT: This feature will send the .wav file to the user but will NOT turn message waiting indicators on or off and will not change a message status from new/saved/deleted, etc.

Email Address: Enter the email address that you would like voicemails left for this mailbox sent to. If you enter more than one address you must use a comma in between addresses (spaces cannot be used).



Mailbox Management – Add Extension “Advanced” Tab

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System Status

Wake Up

General

Advanced

Personal Assistant Active:☐

Personal Assistant Destination:

Redirect Active:☐

Redirect Destination:
NOTE: must be valid mailbox

Redirect Keep local Copy:☐

Message Prompts:☒

Greeting:

Greeting 1

Temp Greeting Active:☐

Information Only:☐

New VM Notification Call:☐

Follow Me Status:

off

Follow Me Active:

off

Follow Me Destination #1

Phone#:

Follow Me Destination #2

Phone#:

Follow Me Destination #3

Phone#:

Add Mailbox

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Personal Assistant Active: Checking this box turns on the Personal Assistant for this mailbox.

Personal Assistant Destination: This is the extension designated as the Personal Assistant for this . The Personal Assistant feature allows callers to divert to your designated assistant instead of going to your voicemail box or the general operator.

Redirect Active: Checking this box turns on Message Redirect for this mailbox.

Redirect Destination (Must be a valid mailbox): This is an active mailbox that all voicemail messages are copied to.

Redirect Keep Local Copy: Keeps a copy of all messages in the users local mailbox when copying via the Message Redirect option.



Message Prompts: Turns message prompting off when listening to messages that have been left for this user.

Greeting: Select which greeting will be used.

Temp Greeting Active: If this box is checked then the temporary greeting is enabled.

Information Only: If this box is checked the mailbox is created so that callers can only listen to messages and are not allowed to leave any.



Mailbox Management – Add Range of Extensions Tab

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Range

Start Extension:

End Extension:

Department: CPE

Accessible Through Auto Attendant: ☐

Voicemail Box Active: ☐

Class of Service: 1 - GUEST

Add Range

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Start Extension: Enter the first extension in the range that you wish to create.

End Extension: Enter the last extension in the range that you wish to create.

Department: Enter the department for all the extensions that you are creating.

Accessible Through Auto-Attendant: Allows these extensions to be reached through the auto-attendant and Dial-By-Name features.

Voicemail Box Active: Checking this box turns the voicemail boxes on for use.

Class of Service: The class of service that you would like to assign to the extensions that you are creating.



Mailbox Management – Search Tab

The screenshot shows the Homisco web interface for Mailbox Management. On the left is a vertical navigation menu with the following items: Home, Audit Trail, Auto Attendant, Class of Services, Dept. Management, Distribution List, Group Messaging, Mailbox Management (highlighted in red), Pin Code Blacklist, P.M.S, System Settings, System Status, and Wake Up. The main content area has a header with the Homisco logo and a 'Logout' button. Below the header are three tabs: 'Search' (selected), 'General', and 'Mailbox'. The 'Search' tab contains two search options: 'Mailbox Number:' with a text input field, and 'Start Range:' with a text input field, followed by 'End Range:' with a text input field. A 'Search' button is located below these fields. The footer of the page reads 'Homisco, Inc. Copyright © 2007 - 2009'.

Mailbox Extension: Searches for an individual mailbox.

Start and End Range: Searches for a range of extensions.



Mailbox Management – General Search Tab

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SearchGeneralMailbox

First Name:

Last Name:

Department:

Description:

Accessible Through Auto Attendant:

Voicemail Box Active:

Mailbox Number:

Message Waiting Destination:

Class of Service:

Search

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First Name: Searches for all mailboxes with the same name or string of characters in this field.

Last Name: Searches for all mailboxes with the same name or string of characters in this field.

Department: Searches for all mailboxes within the same department.

Description: Searches for all mailboxes with the same name or string of characters.

Accessible Through Auto-Attendant: Searches for all mailboxes that can be accessed through the auto-attendant.

Voicemail Box Active: Searches for all active mailboxes.



Mailbox Number: Searches for all mailboxes with the same number or string of numbers.

Message Waiting Destination: Searches on the extensions who's MWI will be turned on and/or off when receiving voicemail messages.

Class of Service: Searches for all mailboxes with the same class of service.



Mailbox Management – Mailbox Search Tab

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SearchGeneralMailbox

Personal Assistant Active:

Personal Assistant Destination:

Redirect Active:

Redirect Destination:

Redirect Keep local Copy:

Listen To Message Prompts:

Greeting:

Temp Greeting Active:

Mailbox Full

Pin Expired:

Search

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Personal Assistant Active: Searches for all mailboxes whose Personal Assistant option is set to active or inactive.

Personal Assistant Destination: Searches for all Personal Assistant destination mailboxes that match a number or string of numbers.

Redirect Active: Searches for all mailboxes whose redirect option is set to active or inactive.

Redirect Destination: Searches for all Redirect destination mailboxes that match a number or string of numbers.

Redirect Keep Local Copy: Searches for all mailboxes who are keeping local copies of voicemail after redirecting.



Listen To Message Prompts: Searches for all mailboxes who's prompts are turned on or off.

Greeting: Searches for all greetings set to a certain number.


Temp Greeting Active: Searches for all extensions whose temporary greeting is set to active.

Mailbox Full: Searches for all mailboxes that are full.

Pin Expired: Searches for all mailboxes who's pin number has expired.



Mailbox Management – Search Results



Global Communications Solutions

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



































P.M.S



System Settings

System Status

Wake Up

Results

Extension	Number	First Name	Last Name	Department	COS	Pin Expired	Full	New	Saved		
2301	2301	Lname	Fname	CPE	GUEST	NO	NO 0	0			
2302	2302	Lname	Fname	CPE	GUEST	NO	NO 0	0			
2303	2303	Lname	Fname	SALES	GUEST	NO	NO 0	0			
2305	2305	Lname	Fname	CPE	GUEST	NO	NO 0	0			
2306	2306	Steve	Pearson	VANX	GUEST	NO	NO 0	0			
2307	2307	Lname	Fname	CPE	GUEST	NO	NO 0	0			
2308	2308	Lname	Fname	CPE	GUEST	NO	NO 0	0			
2310	2310	Lname	Fname	CPE	GUEST	NO	NO 0	0			
2312	2312	Gary	Picard	CPE	ADMIN	NO	NO 1	0			
2313	2313	Oisin	Glynn	CPE	ADMIN	NO	NO 0	2			
2314	2314	Lname	Fname	CPE	GUEST	NO	NO 0	0			
2315	2315	Lname	Fname	CPE	ADMIN	NO	NO 0	1			
2316	2316	Eric	Zundell	CPE	FwdRevTest	NO	NO 0	1			
2318	2318	John	Peterson	CPE	ADMIN	NO	NO 0	0			
2319	2319	Lname	Fname	CPE	GUEST	NO	NO 1	0			
2321	2321	Lname	Fname	CPE	GUEST	NO	NO 0	0			
2322	2322	MofDA	MofDA	CPE	ADMIN	NO	NO 0	0			
2323	2323	Manual	Group Check-In	CPE	GUEST	NO	NO 0	0			

 [New Search](#)
 [Delete All](#)

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Extension Number: This is the voicemail box extension number.

First Name: First name of the user assigned to this mailbox.

Last Name: Last name of the user assigned to this mailbox.

Department: The department that this mailbox is assigned to.

COS: The class of service that this mailbox is assigned to.


Pin Expired: Tells you whether the pin number for this mailbox is expired or not.


Full: Tells you whether or not this mailbox is full.

New: This is the number of “new” voicemail messages in a mailbox.


Saved: This is the number of “saved” voicemail messages in a mailbox.



 Click here to edit the settings for this mailbox.

 Click here to delete this mailbox.

 [New Search](#) Click this link to begin a new search.

 [Delete All](#) Delete all extensions listed on the search result screen.

(Note -- The search results screenshot above was generated by searching for the characters "23" under "Mailbox Extension" as shown below):

A screenshot of a web-based search interface. At the top, there are three tabs: "Search", "General", and "Mailbox". The "Search" tab is currently selected. Below the tabs, there are two rows of input fields. The first row is labeled "Mailbox Extension:" and contains a text box with the number "23" entered. The second row is labeled "Start Range:" and "End Range:", each followed by an empty text box.



Mailbox Management – Mailbox Status Tab

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MAILBOX NUMBER: 2315

Status

General

Advanced

Extension

Mailbox has been Accessed:	YES
Last Date Mailbox Accessed:	10 AUG 2009 14:34:41
Date Pin Set:	18 JUN 2009 14:59:18
New Messages:	0
Saved Messages:	1
Deleted Messages:	8
Mailbox Full:	NO
Pin Expired:	NO
Pin Expiry Date:	18-JUN-2009

Update

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Mailbox Has Been Accessed: This tells you whether this mailbox has been accessed or not.

Last Date Mailbox Accessed: This tells you the last time that this mailbox was accessed.

Date Pin Set: This tells you when the mailbox pin code was set.

New Messages: This shows how many new voicemail messages there are for this mailbox. Note that the administrator cannot listen to a users new voicemails.

Saved Messages: This tells you how many saved voicemail messages there are for this mailbox. Note that the administrator cannot listen to a users saved voicemails.

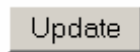
Deleted Messages: This tells you how many deleted voicemail messages there are for this mailbox. If this number is more than zero, click on digit link to the right in order to bring up the “Recover Messages” menu (see below).

Mailbox Full: This tells you if the mailbox is full or not.



Pin Expired: This tells you if the pin code is expired or not.

Pin Expire Date: This tells you when the current pin code will expire.



Click on this button to save any changes that you have made.

Recover Messages						
Message ID	Status	Caller ID	Call Number	New Time	Change Time	
3742	Deleted	0	228163	16:25:36 25-SEP-2006	14:29:57 27-SEP-2006	
3790	Deleted	2315	228660	11:29:59 27-SEP-2006	14:30:15 27-SEP-2006	
3899	Deleted	0	229679	12:22:53 29-SEP-2006	12:28:42 29-SEP-2006	
3902	Deleted	0	229696	13:03:50 29-SEP-2006	14:13:10 29-SEP-2006	

[Home](#)

If you click on the “Deleted Messages” link from the Status tab you will see a list of deleted messages for the mailbox. You will be provided the following detailed information for each message:

Message ID: This is the voicemail message ID number assigned to this message.

Status: This tells you if the message is new, saved or deleted. (The “Recover Messages” option will only display deleted messages).

Caller ID: This tells you the caller ID of the person who left the message, if known.

Call Number: This is the call number assigned to this system message.

New Time: This tells you the date and time that the message was initially received as “new”.

Change Time: This tells you the date and time that the messages status was last changed.



Click on this symbol to recover to the message. After successfully recovering a deleted message, its status will automatically be changed to “saved” and the mailbox user will be able to access it again.



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MAILBOX NUMBER: 2315

Status

General

Advanced

Extension

PBX Extension

2315

First Name:

Steve

Last Name:

Lap

Description

Department

CPE

Class of Service

1 - GUEST

Language Setting

Spanish

Accessible Through Auto Attendant:

☐

Voicemail Box Active:

☒

Message Waiting Destination:

2315

Pin Code:

1234

Copy to Email:

☐

Email Address:

Update

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PBX Extension: This is the PBX extension number associated with this mailbox.

First Name: This is the first name of the user assigned to this mailbox.

Last Name: This is the last name of the user assigned to this mailbox. It is important that this is spelled correctly as the name entered in this field is the one used when callers access the Dial-By-Name feature.

Description: This field can be used to enter a brief note about the mailbox.

Department: This is the department that the mailbox is assigned to.

Class of Service: This is the system class-of-service assigned to the mailbox.

Language Setting: This sets the language prompts for the user that is assigned to this mailbox. (Languages are an optional feature and may not be available on your system.)



Accessible Through Auto-Attendant: This tells you if the mailbox will be accessible to callers through the auto-attendant. If this is set to “On”, callers will be able to get to this extension via the Dial-By-Extension and the Dial-By-Name features.

Voicemail Box Active: This tells you whether the voicemail box is turned on or not.

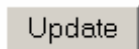
Message Waiting Destination: This is the extension who’s message waiting indicator will light when you have a message.

Pin Code: This is your current pin code.

Copy To Email: Checking this box tells the system to send a copy of all voicemails left for the user to an email address.

IMPORTANT: This feature will send the .wav file to the user but will NOT turn message waiting indicators on or off and will not change a message status from new/saved/deleted, etc.

Email Address: This is the email address that voicemails will be sent to if the “Copy To Email” box is checked.



Click on this button to save any changes that you have made.



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MAILBOX NUMBER: 2315

Status

General

Advanced

Extension

Personal Assistant Active:

☐

Personal Assistant Destination:

Redirect Active:

☐

Redirect Destination:

NOTE: must be valid mailbox

Redirect Keep local Copy:

☐

Message Prompts:

☒

Greeting:

Greeting 1

Temp Greeting Active:

☐

Information Only:

☐

New VM Notification Call:

☐

Follow Me Status:

Follow Me is Disabled. Change COS to activate.

Update

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Personal Assistant Active: Checking this box turns on the Personal Assistant for this mailbox.

Personal Assistant Destination: This is the extension that you are designating as the Personal Assistant for this mailbox. The Personal Assistant feature allows callers to divert to a designated assistant instead of going to voicemail or the general operator.

Redirect Active: Checking this box turns on Message Redirect for this mailbox.

Redirect Destination (Must be a valid mailbox): This is an active mailbox that users can have all voicemail messages copied to.

Redirect Keep Local Copy: Keeps a copy of all messages in the local mailbox when copying via the Message Redirect option.

Message Prompts: Turns message prompting on or off when listening to messages that have been left for this mailbox.

Greeting: Select the active greeting for the mailbox.



Temp Greeting Active: If this box is checked then the temporary greeting is enabled.

Information Only: If this box is checked callers can only listen to messages and are not allowed to leave any.



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MAILBOX NUMBER: 2315

StatusGeneralAdvanced**Extension**

[Click Here to Add Sub Extensions](#)

Update

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Here you can add voicemail sub-extensions to this mailbox. Messages left for the sub-extension will automatically be grouped with the voicemails for the primary mailbox.

Extension

Sub Extension:

Add Sub Extension



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Pin Code


Pin Blacklist ID	PIN	
1	666	 

 [Add PIN Code to Black List](#)

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 [Add PIN Code to Black List](#) Click this link to add a new pin code to the “blacklist”.

 Click here to edit an existing pin code that is already in the “blacklist”.

 Click here to delete an existing pin code that is already in the “blacklist”.



P.M.S.

The P.M.S. feature allows you to manually check in and out guest rooms/mailboxes if you do not have a functioning property management system.

Warning: This feature should not be used as a substitute for your functioning PMS interface. If you use this feature and your PMS system to check guests in and out you will end up with discrepancies between what your live PMS system and the voicemail system report for guest data. If your PMS-to-Voicemail link appears to be down temporarily please call either your PMS vendor or Homisco for assistance.

When you click on the “P.M.S.” tab you are brought to this screen:

Action: When you click on the down arrow you are asked to select from the following options:

Highlight the action that you wish to perform and click the mouse.



Mailbox Number: Enter the number of the room/mailbox that you wish to perform the action on.

NEW Mailbox Number: If you selected “Room Change” from the drop down list, enter the room/mailbox that the person is moving TO.

First Name: Enter the first name of the guest.

Last Name: Enter the last name of the guest.

Group Code: If you have purchase the optional Group Messaging feature, enter the group code here so that the guest will be added to his/her group. If the person is not part of a group or you are not using the Group Messaging feature, leave this entry blank.



System Settings

Settings	
Administrator username	<input type="text" value="admin"/>
Administrator password	<input type="password" value="XXXXXXXXXX"/>
Mailbox number length	<input type="text" value="4"/>
Mailbox pin length	<input type="text" value="4"/>
Number of message notification digits	<input type="text" value="4"/>
Number to dial the operator	<input type="text" value="0"/>
Number of times to repeat menu options	<input type="text" value="3"/>
Menu timeout in seconds	<input type="text" value="3"/>
Number of digits to dial a PA	<input type="text" value="4"/>
Default Mailbox Pincode	<input type="text" value="1234"/>
Admin Pin History	<input type="text" value="3"/>
Date Format	<input type="text" value="DD-MM-YYYY HH:mi:ss PM"/>

Update

Administrator Username: This is the admin login name that you use when logging into the system.

Administrator Password: This is the admin password that you use when logging into the system.

Mailbox Number Length: This is the maximum number of digits that a mailbox can be.

Mailbox Pin Length: This is the maximum number of digits that a users Pin number can be.

Number of Message Notification Digits: This is the number of digits used for your Message Notification extension.

Number to Dial the Operator: This is the number that the system transfers to when users “zero out”.



Number of times to repeat menu options: This is the number of times that menu options will be repeated to users before transferring to the operator or hanging up depending on system settings.

Menu timeout in seconds: This is the amount of time the system will pause while awaiting user input. Once this time is exceeded, the prompts will be repeated or users will be transferred to the operator or disconnected depending on system settings.

Number of digits to dial a Personal Assistant (PA): This is the maximum number of digits allowed to dial a users Personal Assistant.

Default Mailbox Pincode: This is the default password when users access their mailbox for the first time.

Admin Pin History: This is the number of previous pin numbers that are stored for each mailbox. Users are not allowed to reuse these numbers when resetting their pin number.

Date Format: This is the date format used throughout the system.



System Status

Status	
Time of Report:	November 8, 2006, 1:57 pm
<u>Messages</u>	
New Messages:	0
Saved Messages:	10
Deleted Messages:	6
<u>Newest Message</u>	
Message Mailbox:	6969
Message New Time:	2005-03-22 13:47:08.888
Message Status:	Deleted
Message Id:	100
Message Call Number:	1670
<u>PMS STATUS</u>	
Last Check in Mailbox:	2313
Last Check in time:	2005-03-22 13:47:08.888
Last Check in Guest:	Oisin Glynn
Last Check out Mailbox:	2313
Last Check out time:	2006-11-06 17:59:26.467
<u>MWI STATUS</u>	
Last MWI Ext:	2313
Last MWI Processed:	TRUE
Last MWI Processed Time:	2006-11-06 18:21:13.136
Last MWI Active:	TRUE
MWI New Count:	2
MWI Saved Count:	12

Refresh page

The System Status screen will allow you to ensure that several basic features are currently functioning, such as the PMS check-in/check-out interface and MWI notification as well as basic voicemail functionality.

Time of Report: This tells you the date and time of the data shown.

Messages



New Messages: This tells you how many “new” messages are in the entire system.

Saved Messages: This tells you how many “saved” messages are in the system.

Deleted Messages: This tells you how many “deleted” messages are in the system.

Newest Messages

Message Mailbox: This is the mailbox that has received the most recent voicemail message.

Message New Time: This is the time that the most recent voicemail message was left.

Message Status: This the current status of the most recent voicemail message. It can be “new”, “saved” or “deleted”.

Message ID: This the message ID number that is assigned to the most recent voicemail message.

Message Call Number: This is the message call number that is assigned to the most recent voicemail message.

PMS Status

Last Check-in Mailbox: This the last voicemail box that was checked in by the PMS.

Last Check-in Time: This is the check-in time of the last voicemail box that was checked in by the PMS.

Last Check-in Guest: This is the name of the last voicemail box that was checked in by the PMS.

Last Check-out Mailbox: This is the last voicemail box that was checked out by the PMS.

Last Check-out Time: This is the check-out time of the last voicemail box that was checked out by the PMS.

MWI Status

Last MWI Ext: This is the extension of the last Message Waiting Indicator message that was processed.

Last MWI Processed: This tells you if the last MWI Ext message was successfully processed by the system.

Last MWI Processed Time: This is the date and time of the last successfully processed MWI message.



Last MWI Active: This tells you if the MWI is on (true) or off (false) as a result of this last message.

MWI New Count: This tells you how many new messages are in the mailbox of the last voicemail box whos MWI was turned on or off.

MWI Saved Count: This tells you how many saved messages are in the mailbox of the last voicemail box whos MWI was turned on or off.



Wake-Up Calls (Optional Module)

The screenshot displays the Homisco Voicemail Plus administration interface. At the top left is the Homisco logo with the tagline "Global Communications Solutions". At the top right is a "Logout" button. On the left side, there is a vertical menu with the following items: Home, Audit Trail, Auto Attendant, Class of Services, Dept. Management, Distribution List, Group Messaging, Mailbox Management, Pin Code Blacklist, P.M.S, System Settings, System Status, and Wake Up (which is highlighted in red). In the center of the page, there is an "Options" box containing four links, each preceded by a document icon: "Add Wake Up Call", "Search Active Wake Up Calls", "Search for Guest Info", and "Wake Up Call Activity Report". At the bottom of the page, there is a copyright notice: "Homisco, Inc. Copyright © 2007 - 2009".

Add Wake-Up Call: Click here to add an individual wake-up call.

Search Active Wake-Up Calls: Click here to search for active wake-up calls.

Search for Guest Info: Click here to search for guests by name or room number.



Wake-Up Calls – Adding

Wake Up	
Room Number:	<input type="text"/>
Wake Up Time:	hour <input type="text"/> : mins <input type="text"/>
	4 / April / 2007

Add Wake Up

Room Number: Enter a room number here to add an individual wake-up call.

Wake-Up Time: Select the hour, minute and date for the wake-up call.

Add Wake Up Click here to add the wake-up call.

Wake Up	
Guest Name:	David Ortiz
Room Number:	1001
Wake Up Time:	06-09-2007 06:30:00

Add Wake Up Cancel

After selecting “Add Wake Up”, this summary screen is displayed. Click “Add Wake Up” to activate it or “Cancel” if you change your mind.



Wake-Up Calls – Searching For Wake-Up Calls

The screenshot shows the 'Search' section of the Homisco interface. It features a 'Room Number' text input field. Below it, there is a section for 'Time' with a radio button and a dropdown menu currently set to 'Last Hour'. Further down, there are 'Start Time' and 'End Time' sections, each with hour, minute, and date (month/year) dropdowns. The 'Start Time' is set to 15:51 on 04 April 2007, and the 'End Time' is set to 16:51 on 4 April 2007. A 'Search' button is located at the bottom.

Room Number: Enter a room number in this field in order to search for wake-up calls for a specific room. When searching by room number you can narrow your search by also specifying specific dates or time periods below.

This screenshot shows the 'Time' dropdown menu expanded, displaying a list of time periods: 'Last Hour', 'Last 3 Hours', 'Last 6 Hours', 'Last 24 Hours', 'Last 3 Days', 'Last 5 Days', 'Last 7 Days', and 'Last 30 days'. The 'Room Number' field is empty. The 'Start Time' and 'End Time' fields are also visible, with the 'Start Time' set to 15:51 on 04 April 2007 and the 'End Time' set to 16:54 on 4 April 2007. A 'Search' button is at the bottom.

Time: Select the time period that you would like to search for.

This screenshot shows the 'Start Time' and 'End Time' fields. The 'Start Time' is set to 12:00 on 05 April 2007, and the 'End Time' is set to 14:10 on 5 April 2007. The 'Room Number' field is empty. A 'Search' button is at the bottom.

Start Time/End Time: Select the starting and ending hour, minute and date for your wake-up call search.



Results				
WakeUp #	Room #	WakeUp Time	WakeUp Reason	Status
338	2315	04-05-2007 12:44:26 PM	Reattempt	FAILED
339	2318	04-05-2007 01:31:00 PM	Guest Created	Complete
340	2318	04-05-2007 01:31:00 PM	Guest Created	FAILED

[New Search](#)

Wake-Up Search Results: The above screenshot shows the results of your search. It will display important information such as WakeUp #, Room #, WakeUp Time, WakeUp Reason and Status. Note that you can click on the WakeUp # to bring up more detail about an individual wake-up call. By clicking on WakeUp # 338 above, the following screen is displayed:

Results				
WakeUp #	Room #	WakeUp Time	WakeUp Reason	Status
338	2315	2007-04-05 12:41:00-04	Guest Created	Reattempt
338	2315	2007-04-05 12:42:07-04	Reattempt	Reattempt
338	2315	2007-04-05 12:43:17-04	Reattempt	Reattempt
338	2315	2007-04-05 12:44:26-04	Reattempt	FAILED

[Back to Search](#) [New Search](#)

Wake-Ups that are “In Queue” will also have the following icons available:



Click here to edit an existing wake-up call.



Click here to delete an existing wake-up call.

WARNING: Attempting to modify or delete a wake-up call near the wake-up time may not be successful due to screen data not being refreshed for calls already being in queue or in progress.

Edit Wake-Up Screen: When you click on the “edit” icon, the screen below is displayed. From here you can change the date and/or time of an existing wake-up call. Click on “Update Wake Up” when finished.



Wakeup Id	Room #	Wakeup Time	Wakeup Reason	Status
1304	2315	2007-04-04 15:45:00-04	Staff Created	In Queue

New Wake Up Time:	Hour:	15	:	45	
	Date:	04	/	April	/

Update Wake Up



Wake-Up Calls – Search For Guest Info

Search	
First Name:	<input type="text" value="ste"/>
Last Name:	<input type="text"/>
Room Number:	<input type="text" value="23"/>

First Name: Enter the person's first name or string of characters to search on.

Last Name: Enter the person's last name or string of characters to search on.

Room Number: Enter a room number or string of numbers to search on.

* If you do not enter any search parameters, a list of all extensions will be displayed.



Click on "Search" after entering your search parameters.

Results			
Room Number	First Name	Last Name	Set Wake Up
2306	Steve	Pearson	
2315	Steve	Lapierre	
2319	Steve	Iacoviello	

[New Search](#)

Guest Search Results: This screen shows the results of your search. It will display the room number, first name and last name.



Click the alarm clock icon to add a wake-up call for this person.



Wake-Up Calls – Wake Up Call Activity Report

The “Wake-Up Monitor” is a software tool that tracks all wake-up call activity on a live basis. Different data can be displayed

Time: When selecting this box a pull down menu will appear listing different time parameters (see screenshot below).

Search Advanced

Time: Last Hour

Start: 9:13

End Time: 9:25

2006 14 / September / 2006

Search

Start & End Time: When clicking here you can enter more specific start and end dates and times for data that you are looking for.

Global Communications Solutions

Logout

[Home](#)
[Audit Trail](#)
[Auto Attendant](#)
[Class of Services](#)
[Dept. Management](#)
[Distribution List](#)
[Group Messaging](#)
[Mailbox Management](#)
[Pin Code Blacklist](#)
[P.M.S](#)
[System Settings](#)
[System Status](#)
[Wake Up](#)

Results

Wakeup Calls - Created by Guest:	7
Wakeup Calls - Created by Staff:	24
Wakeup Calls - Modified (by Staff or Guest):	
Wakeup Calls - Cancelled by Guest:	
Wakeup Calls - Cancelled by Staff:	
Wakeup Calls - Reattempted:	86
Wakeup Calls - Failed (Click on number for more details):	27
Wakeup Calls - Completed (Click on number for more details):	4
Wakeup Calls - Total (Includes Multiple Call Attempts to Individual Rooms):	117

Report Start Time: January 31st 2010, 10:22 to Report End Time: March 2nd 2010, 10:22

Report Generated On: March 2nd 2010, 10:22

[New Search](#)

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Wakeup Calls – Created by Guest: This line shows the number of wake up calls that were created by guests from their room phone.

Wakeup Calls – Created by Staff: This line shows the number of wake up calls that were created by hotel staff from the web-interface or their admin phone line.

Wakeup Calls – Modified (by Staff or Guest): This line shows the number of wake up calls that were modified by someone after initially set.

Wakeup Calls – Cancelled by Guest: This line shows the number of wake up calls that were cancelled by the guest.

Wakeup Calls – Cancelled by Staff: This line shows the number of wake up calls that were cancelled by hotel staff through either the web or telephone user interfaces.

Wakeup Calls - Reattempted: This line shows the number of times that the system redialled a guest room after an unsuccessful attempt. Note that the system will call each room 3 times before it is considered a “Failed” wake up call.

Wakeup Calls - Failed: This line shows the number of programmed wake up calls that were either not acknowledged by the hotel guest or that the system had a problem completing for technical reasons. Note that there is a hyperlink where this number is. Clicking on it will bring up more info on the failed wakeup calls. Below is a screenshot of the results that are reported after clicking on the hyperlink:

Results			
Mailbox Number	Wakeup Time	Wakeup Number	Wakeup Status
2306	18 FEB 2010 17:16:47	3702	FAILED
2306	19 FEB 2010 05:16:51	3703	FAILED
2555	22 FEB 2010 08:16:49	3696	FAILED
Total: 27			
Report Start Time: 01-31-2010 10:22:39 to Report End Time: 03-02-2010 10:22:39			
Report Generated On: March 2nd 2010, 10:28			

Wakeup Calls - Completed: This line shows the number of successful wake up calls. In order to be considered “Completed”, the guest must either acknowledge the call by pressing a button on the phone or simply pick up the phone (this method not available on all PBX interfaces). Note that there is a hyperlink where this number is. Clicking on it will bring up more info on the completed wakeup calls. Below is a screenshot of the results that are reported after clicking on the hyperlink:



Results			
Mailbox Number	Wakeup Time	Wakeup Number	Wakeup Status
2316	22 FEB 2010 09:30:36	3693	Complete
2316	18 FEB 2010 13:30:00	3674	Complete
2319	19 FEB 2010 08:33:36	3681	Complete
2555	18 FEB 2010 13:36:18	3697	Complete
Total: 4			
Report Start Time: 01-31-2010 10:35:56 to Report End Time: 03-02-2010 10:35:56			
Report Generated On: March 2nd 2010, 10:35			

Wakeup Calls - Total: This line shows the total number of times that the system dialed a guest room. Note that there could be several attempts to a room before the wake up is classified as completed, failed, or cancelled.




Wake-Up Calls – The Wake-Up Monitor

The “Wake-Up Monitor” is a software tool that tracks all wake-up call activity on a live basis. Different data can be displayed depending on the preferences that you select. Below are screenshots as well as descriptions of the data contained in each column as well as of the options available to you through the drop down menus.



The Wake-Up Monitor – Column Data



Untitled - WakeupMonitor

File

View

History

Columns

UpdateRate

Help

WakeupId	EntryTime	MailboxNumber	Extension	WakeupTime
1274	2007-Apr-04 11:40:12	2555	2555	2007-Apr-04 11:47:00
1276	2007-Apr-04 11:46:06	2321	2321	2007-Apr-04 11:49:00
1279	2007-Apr-04 11:48:46	2321	2321	2007-Apr-04 11:49:46
1275	2007-Apr-04 11:45:05	2312	2312	2007-Apr-04 11:50:00
1278	2007-Apr-04 11:48:21	2321	2321	2007-Apr-04 11:51:00
1277	2007-Apr-04 11:46:18	2312	2312	2007-Apr-04 11:55:00
1280	2007-Apr-04 11:52:08	2321	2321	2007-Apr-04 11:55:00
1281	2007-Apr-04 12:06:33	2318	2318	2007-Apr-04 12:05:00
1284	2007-Apr-04 12:17:47	2318	2318	2007-Apr-04 12:07:49

WakeupReason	Status	StatusChangeTime	Attempts	WakeupNumber
Guest Created	Complete	2007-Apr-04 11:46:49	0	313
Guest Created	Reattempt	2007-Apr-04 11:48:46	0	315
Reattempt	Complete	2007-Apr-04 11:49:46	1	315
Staff Created	Complete	2007-Apr-04 11:49:59	0	314
Staff Created	Complete	2007-Apr-04 11:51:03	0	317
Staff Created	Complete	2007-Apr-04 11:55:11	0	316
Staff Created	Complete	2007-Apr-04 11:55:02	0	318
Guest Created	Reattempt	2007-Apr-04 12:06:49	0	319
Reattempt	FAILED	2007-Apr-04 12:21:11	1	319

CallNumber	OrigWakeupTime	DeltaTime
2286		
2288		
2289	2007-Apr-04 11:49:00	00:00:46
2290		
2291		
2292		
2293		
2294	2007-Apr-04 12:05:00	00:16:11

(The screenshots above have been modified to fit on this page.)

WakeupId: This is the number assigned to this particular wake-up event.

EntryTime: This is the date and time that this WakeupId was created.

MailboxNumber: This is the user's mailbox number.



Extension: This is the user's extension number.

WakeupTime: This is the time that this event is scheduled to happen.

WakeupReason: This is the reason that this WakeupId was created. Here is a list of possible entries:

1. **Staff Created:** The wake-up was created by a staff member via GUI interface.
2. **Guest Created:** The wake-up was created by a guest via the IVR.
3. **Staff Modified:** The wake-up was created by a staff member by modifying a previous wakeup.
4. **Guest Modified:** The wake-up was created by a guest modifying a previous wake-up.
5. **Reattempt:** The wake-up was created by the Caller process due to a failure of a previous wake-up attempt (probably a no-answer).
6. **Snooze:** The wake-up was created by the Caller process in response to the guest's request. (Under development)

Status: This is the final status of this WakeupId. Here is a list of possible entries:

1. **NULL:** A wakeup has not yet been processed by the Caller.
2. **Staff Cancelled:** The wakeup was cancelled by a staff member via a GUI interface.
3. **Guest Cancelled:** The wakeup was cancelled by a guest via the IVR.
4. **Staff Modified:** The wakeup was modified by a staff member via a GUI interface. A new wakeup with reason of Staff Modified has been created.
5. **Guest Modified:** The wakeup was modified by a guest via the IVR. A new wakeup with reason of Guest Modified has been created.
6. **Complete:** The wakeup was completed successfully.
7. **Reattempt:** The wakeup failed but the maximum number of attempts has not been reached. A new wakeup with reason of Reattempt has been created.
8. **Snooze:** The wakeup was completed, but the guest responded with a snooze request. A new wakeup with reason of Snooze has been created. (under development).
9. **Resources:** The dialer process has failed the call due to lack of resources in the caller. This is not counted as a wakeup attempt.
10. **In Progress:** The wakeup server has posted the wakeup to the caller process.
11. **FAILED:** The wakeup call has failed, either from the call timeout was reached, or the maximum number of attempts was reached.

StatusChangeTime: This is the date and time that this WakeupId's status was changed to what is listed under "Status".

Attempts: This is the attempts number for this WakeupId.



WakeupNumber: This is the unique number assigned to this wakeup call when it is created.

CallNumber: This is the call number assigned to this WakeupId when the call is actually placed.

OrigWakeupTime: This is the date and time that was originally entered for this wakeup call.

DeltaTime: This is the difference in time between the date and time that the wake-up call was set for and the status changed time. A positive number means that it was accepted or failed after the date and time that it was set for. A negative number means that it was accepted or failed before the date and time that it was set for. (This can occur occasionally as the Wake-Up software may begin calling guests up to 5 minutes before their scheduled time if there are a large number of calls that are to occur at the same time.)



The Wake-Up Monitor – Drop Down Menus

Untitled - WakeupMonitor							
File	View	History	Columns	UpdateRate	Help		
Wak	▼ Status Bar	e	MailboxNumber	Extension	WakeupTime	WakeupReason	Status
1315	▼ ViewCollapsed	2007-Apr-05 11:16:01	2319	2319	2007-Apr-05 11:20:00	Guest Created	Complete
1316		2007-Apr-05 11:36:40	2316	2316	2007-Apr-05 11:37:40	Reattempt	Complete
1319		2007-Apr-05 11:36:41	2316	2316	2007-Apr-05 11:39:00	Guest Created	Complete
1323		2007-Apr-05 12:43:26	2315	2315	2007-Apr-05 12:44:26	Reattempt	FAILED
1324		2007-Apr-05 13:34:56	2318	2318	2007-Apr-05 13:31:00	Guest Created	Complete
1325		2007-Apr-05 13:38:26	2318	2318	2007-Apr-05 13:31:00	Guest Created	FAILED
1326		2007-Apr-05 13:39:25	2318	2318	2007-Apr-05 14:31:00	Guest Created	
1327		2007-Apr-05 13:41:38	2318	2318	2007-Apr-05 14:35:00	Guest Created	
1328		2007-Apr-05 13:47:05	2318	2318	2007-Apr-05 14:45:00	Guest Created	
1329		2007-Apr-05 13:49:01	2318	2318	2007-Apr-05 14:46:00	Guest Created	
1330		2007-Apr-05 13:50:19	2318	2318	2007-Apr-05 14:47:00	Guest Created	

ViewCollapsed Checked: The screenshot above shows only the current status of each wake-up call. Highlighted in pink above is a wake-up call for extension 2315. The current status is failed.

Untitled - WakeupMonitor							
File	View	History	Columns	UpdateRate	Help		
Wak	▼ Status Bar	e	MailboxNumber	Extension	WakeupTime	WakeupReason	Status
1315	▼ ViewCollapsed	2007-Apr-05 11:16:01	2319	2319	2007-Apr-05 11:20:00	Guest Created	Complete
1316		2007-Apr-05 11:34:04	2316	2316	2007-Apr-05 11:36:00	Guest Created	Resources
1317		2007-Apr-05 11:35:53	2316	2316	2007-Apr-05 11:36:03	Reattempt	Reattempt
1318		2007-Apr-05 11:36:40	2316	2316	2007-Apr-05 11:37:40	Reattempt	Complete
1319		2007-Apr-05 11:36:41	2316	2316	2007-Apr-05 11:39:00	Guest Created	Complete
1320		2007-Apr-05 12:36:41	2315	2315	2007-Apr-05 12:41:00	Guest Created	Reattempt
1321		2007-Apr-05 12:41:07	2315	2315	2007-Apr-05 12:42:07	Reattempt	Reattempt
1322		2007-Apr-05 12:42:17	2315	2315	2007-Apr-05 12:43:17	Reattempt	Reattempt
1323		2007-Apr-05 12:43:26	2315	2315	2007-Apr-05 12:44:26	Reattempt	FAILED
1324		2007-Apr-05 13:34:56	2318	2318	2007-Apr-05 13:31:00	Guest Created	Complete
1325		2007-Apr-05 13:38:26	2318	2318	2007-Apr-05 13:31:00	Guest Created	FAILED
1326		2007-Apr-05 13:39:25	2318	2318	2007-Apr-05 14:31:00	Guest Created	
1327		2007-Apr-05 13:41:38	2318	2318	2007-Apr-05 14:35:00	Guest Created	
1328		2007-Apr-05 13:47:05	2318	2318	2007-Apr-05 14:45:00	Guest Created	
1329		2007-Apr-05 13:49:01	2318	2318	2007-Apr-05 14:46:00	Guest Created	
1330		2007-Apr-05 13:50:19	2318	2318	2007-Apr-05 14:47:00	Guest Created	

ViewCollapsed Unchecked: This view shows detail of all wake-up call activity, including the current status of each wake-up call as well as the history of it. Highlighted in pink above is the same wake-up call for extension 2315. Here you can see a detailed history of this wakeup call from its creation (WakeupId #1320), 2 calls to the guest that were not accepted (WakeupIds #1321 and #1322), and the final failed attempt (WakeupId #1323).



Untitled - WakeupMonitor							
File	View	History	Columns	UpdateRate	Help		
WakeupId	30 Minutes		MailboxNumber	Extension	WakeupTime	WakeupReason	Status
1326	1 Hour	13:39:25	2318	2318	2007-Apr-05 14:31:00	Guest Created	Reattempt
1332	2 Hours	14:31:16	2318	2318	2007-Apr-05 14:32:16	Reattempt	Complete
1327	4 Hours	13:41:38	2318	2318	2007-Apr-05 14:35:00	Guest Created	Reattempt
1333	8 Hours	14:35:16	2318	2318	2007-Apr-05 14:36:16	Reattempt	Reattempt
1334	24 Hours	14:36:10	2318	2318	2007-Apr-05 14:37:10	Reattempt	Complete
1328		13:47:05	2318	2318	2007-Apr-05 14:45:00	Guest Created	Guest Cancelled
1329		2007-Apr-05 13:49:01	2318	2318	2007-Apr-05 14:46:00	Guest Created	Complete
1330		2007-Apr-05 13:50:19	2318	2318	2007-Apr-05 14:47:00	Guest Created	Complete
1331		2007-Apr-05 14:28:13	2318	2318	2007-Apr-05 14:48:00	Guest Created	Complete
1335		2007-Apr-05 14:39:20	2318	2318	2007-Apr-05 14:49:00	Guest Created	Complete
1336		2007-Apr-05 14:49:44	2318	2318	2007-Apr-05 15:49:00	Guest Created	
1337		2007-Apr-05 14:51:35	2318	2318	2007-Apr-05 15:49:00	Guest Created	

History: By selecting a time period as shown above, you can limit the amount of data that is displayed to you. Once you pick a time, you will only be shown wake-ups who's "WakeupTime" is that period of time in the past plus all wake-ups that have not yet occurred.

Untitled - WakeupMonitor							
File	View	History	Columns	UpdateRate	Help		
WakeupId	Er	Wakeup Id	MailboxNumber	Extension	WakeupTime	WakeupReason	Status
1335	20	Entry Time	2318	2318	2007-Apr-05 14:49:00	Guest Created	Complete
1336	20	Mailbox Number	2318	2318	2007-Apr-05 15:49:00	Guest Created	Guest Cancelled
1337	20	Extension	2318	2318	2007-Apr-05 15:49:00	Guest Created	Guest Cancelled
1338	20	Wakeup Time	2318	2318	2007-Apr-05 15:49:00	Guest Created	Guest Cancelled
1339	20	Wakeup Reason	2318	2318	2007-Apr-05 15:49:00	Guest Created	Guest Cancelled
1340	20	Processed	2318	2318	2007-Apr-05 15:49:00	Guest Created	Guest Cancelled
1341	20	Status					
		Status Change Time					
		Attempts					
		IVR Dialog					
		IVR Service					
		Wakeup Number					
		Call Number					
		Original Wakeup Time					
		Delta Time					

Columns: Here you can select which columns are to be displayed in the Wake-Up Monitor.

Untitled - WakeupMonitor							
File	View	History	Columns	UpdateRate	Help		
WakeupId	EntryTime	2 Seconds	MailboxNumber	Extension	WakeupTime	WakeupReason	Status
1336	2007-Apr-05	8 Seconds	2318	2318	2007-Apr-05 15:49:00	Guest Created	Guest Cancelled
1337	2007-Apr-05	15 Seconds	2318	2318	2007-Apr-05 15:49:00	Guest Created	Guest Cancelled
1338	2007-Apr-05	30 Seconds	2318	2318	2007-Apr-05 15:49:00	Guest Created	Guest Cancelled
1339	2007-Apr-05	45 Seconds	2318	2318	2007-Apr-05 15:49:00	Guest Created	Guest Cancelled
1340	2007-Apr-05	60 Seconds	2318	2318	2007-Apr-05 15:49:00	Guest Created	Guest Cancelled
1341	2007-Apr-05		2318	2318	2007-Apr-05 15:49:00	Guest Created	Guest Cancelled

UpdateRate: Here you can select how often the Wake-Up Monitor will refresh the wake-up call data in addition to automatic alerts.