



HOTEL

MOTEL

USERS

MANUAL

GX SERIES

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THIS MANUAL WAS WRITTEN FOR SOFTWARE VERSION G2-E10u8. WHILE ALL CARE HAS BEEN TAKEN TO ENSURE ACCURACY IT RESTS WITH THE INSTALLER TO ENSURE THAT THE FUNCTIONS PERFORM AS TO THE CUSTOMERS REQUIREMENTS. THE POLICY OF AUTO TELECOM IS ONE OF CONTINUAL IMPROVEMENT AND LATER VERSIONS OF HARDWARE AND SOFTWARE MAY CONTAIN ENHANCEMENTS TO THE OPERATION OR FUNCTIONS OF THE G2/GDS. AUTO TELECOM DOES NOT AUTOMATICALLY PROVIDE LATER HARDWARE OR SOFTWARE VERSIONS TO ENHANCE FEATURES OR OPERATION AND A CHARGE MAY BE INCURRED FOR UPGRADES.

NOT ALL THE FEATURES MENTIONED IN THIS MANUAL ARE AVAILABLE IN ALL HYBEX SYSTEMS. AUTO TELECOM IN RESPONDING TO MARKET REQUIREMENTS WILL ADD NEW FEATURES TO ONLY ONE SYSTEM AT A TIME AND IT MAY HAPPEN THAT A FEATURE THAT IS DESCRIBED HERE MAY NOT YET BE FITTED TO THE WHOLE RANGE. WHERE PRACTICAL FEATURES WILL BE EXPANDED ACROSS THE FULL RANGE AS PART OF FUTURE SOFTWARE DEVELOPMENT.

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Introduction

The G2 and GDS are both fitted with many features designed to make them the best, most cost effective choice for small and medium sized Hotels and Motels available in Australia. The following features are available in one or both systems.

Mini Call Accounting (G2 832 & G2 1648).

Mini Call Accounting allows the Hotel / Motel operator to provide a printout of calls made and costings to each room individually with a minimum of additional hardware.

Mini Call Accounting allows the system to record details of all Wake up calls made or attempted to be made and a record of whether each was successful or if unsuccessful the reason why.

Mini call accounting allows the Hotel/Motel owner to set a multiplier to decide how much they will charge for each metering pulse received from the telephone exchange and will automatically multiply the pulses received by the cost to give a cost per call and a total cost per room.

Mini Call Accounting allows the operator to set a Credit Limit so that when a caller has made enough calls to reach the limit set they will not be able to make any further calls without consultation with the operator.

Mini Call Accounting allows the operator to see a total of all calls waiting to be charged out against all rooms.

Only Telstra customers are able to use Mini Call Accounting because of the need for Meter pulses. The hardware requirements are Meter Pulse Detection Cards(12Khz/) for each outgoing trunk, and a low cost Serial printer (we recommend the Epson LX300 as a proven cost effective solution).

Check In/Check out.

The operator phone can check in a phone when the guest arrives and then check out when they leave. Once checked out the phone is locked and staff are unable to make outgoing calls thus protecting the operator from fraudulent use. The locked phone can still call 000 for emergencies.

Clean Room Status

On the GX systems when a room is checked out it will flash red on the DSS console (optional programming required). When the staff have completed cleaning the room they lift the phone and dial a code [776] which will change the flashing red light to a solid Green light indicating the room is ready for occupancy by new guests.

Wake Up Call

Either the operator or the room itself can set a wake up call for the room. This call will be received by the room at the appointed time and the room will hear Music/DND Tone or if the optional Voice card is fitted then can hear a message advising them it is a wake up call.

Voice Service Card

The optional Voice Service Card allows the use of several features including the voice message for wake up calls, the voice message to request a guest to contact reception to collect a message and the ability to allow callers to ring directly to guests rooms. In smaller motels where the reception is not manned 24 hours a day the system can be programmed to automatically answer all calls after hours with a voice message and give the caller the opportunity to dial a room number direct. The system can be programmed so that unsuccessful (wrong number or pulse dialling) calls are cut off or alternatively sent to an answering machine to take a message. Automatic supervision signals (Polarity Reversal or Busy Tone Detection) can be used to prevent unsuccessful calls keeping lines open for an excessive time period.

ISDN Indial

Where ISDN is available the GX systems can be set up for Indial operation. This can be used by resort type units where guests stay for more than one or two nights. Each room can be assigned an indial number allowing guests to give their number to friends or family and they can be contacted direct rather than going through the front desk and if the units do not have 24 hour reception the guest is still able to receive calls.

PMS Integration – GDS 40/64/80 Only

This feature allows the GX systems to interface with Property Management Systems that have an interface compatible with the Hybrex. Property Management Systems allow the Front Office computer to control Check In/Out, Guest names, Room Change, Wake Up calls, Message Waiting, Clean Room status and DND status. The PMS package will also receive charging information from the GX systems for billing purposes.

Polarity Reversal Detection for Charging

Telstra customers are able to receive meter pulses for charging, however Customers of other carriers are only able to receive Polarity Reversal signals to indicate that the call has been successful and to start the charging time. This method requires that the operator has an external Call Accounting package or device to charge the calls. The Hybrex is able to receive polarity reversal signals without additional hardware.

Advice Of Charge

Telstra Basic Rate ISDN can provide Advice of Charge during each call. This is similar to a Metering pulse on PSTN lines. The Hybrex will integrate this charge into Mini Call accounting. Telstra does not provide Charging information for Mobile phones on AOC but the Hybrex software will allow the customer to detect Mobile calls and add their own charge rate.

Message Waiting

The SLU-M card provides the industry standard 90V DC signal needed to drive a standard Neon message waiting light on the majority of message waiting phones sold in Australia.

Single Digit Dialling

Rooms can be set to dial up to 5 different extensions within the Hotel just by dialling 1 digit. For instance they could dial 1 for the Bar, 2 for the restaurant, 3 for room service etc. This is in addition to dialling 9 and 0 for the operator and outside lines. Rooms can still dial each other direct (if allowed) by prefixing the room number with a 6

Room To Room Calling Restriction

If required rooms can be prevented from dialling each other.

Hot Line

Individual phones can be set to automatically call either an extension or an outside number just by lifting the handset. For instance a phone could be installed in the reception area which when taken off hook would automatically call a taxi, or a phone in reception could be set to call another extension (maybe a cordless phone) if the front desk was unattended.

Flexible Room Numbering

Extensions can be renumbered to line up with room numbers and can be 2, 3 or 4 digits in length.

Busy Console Queuing Capability

The system can be programmed so that calls to a busy console will not receive busy tone but will receive Ring Back Tone and will camp on to the busy Console(s). The console will receive Off Hook Busy Remind signal for the camped on call.

1. Mini Call Accounting Operation

- **Hotel Key Operation:**

- 1. Check in:**

- 1.) Press [Hotel], [1]
 - 2.) Enter the station number
 - 3.) Press [Save]
 - 4.) Enter Toll class if required and press [Save] otherwise step 5.
 - 5.) [Spk]

Check In
Set Toll Class 0

If the room is already checked in the display will show

Check In
Room Occupied

Previously set Morning Calls will be disabled and Morning Call History reset to nil for this room.

- 2. Check out:**

- 1.) Press [Hotel], [2]
 - 2.) Enter the station number
 - 3.) [Save]

Check Out
200 SAVE

- 3. Charge Inquiry:**

- 1.) Press [Hotel], [3]
 - 2.) Enter the station number
 - 3.) [Save]

111 IN
000022-00000550

The LCD will display the In/Out status as well as the charges for the room.

4. Set Rate for Meter Pulses:

- 1.) Press [Hotel], [4]
- 2.) Enter the rate for each meter pulse
- 3.) [Save]

Metering Rate 01
00 00 00

On the GX systems only 1 rate is able to be set .

5. Print out:

- 1.) Press [Hotel], [5]
- 2.) Enter the station number
- 3.) [Save]

If there are no records the display will show

Print Out
No Records

If there are records the print out will be this format

Mini Call Accounting Output Data Format

HOTEL	***	HYBEX	GX			***	03.06	10:29
ROOM	123							
TK.	DATE	TIME	DURATION	TELEPHONE NUMBER		UNITS	COSTS	
01	06.03	08:45	00:04'20"	0733914222		000003	00000075	
05	06.03	08:48	00:08'35"	0395782222		000004	00000100	
02	06.03	09:01	00:03'15"	96113651		000001	00000025	
01	06.03	09:16	00:05'46"	0722233156		000012	00000300	
04	06.03	09:17	00:10'20"	001188629645764		000017	00000425	
TOTAL:						000038	00000925	

6. Set page length:

- 1.) Press [Hotel], [6]
- 2.) Enter the number of lines for each page (Minimum line number: 10 lines)
- 3.) [Save]

Page Line
20

7. List the number of records stored in the system:

- 1.) Press [Hotel], [7]

List Records
0005

The maximum number of records for the GX is 350 .

8. Print out the total cost of all extensions:

- 1.) Press [Hotel], [8]
- 2.) [Save] to print

All Ext Total
000018-00000450

9. Set credit limit for extensions:

- 1.) Press [Hotel], [9]
- 2.) Enter the station number to set credit limit for
- 3.) Enter the credit (unit: Meter Pulses, Maximum: 65,535)
- 4.) [Save]

Ext Limit Set
000000

10. Print out Morning Call History:

- 1.) Press [Hotel], [0], [*]
- 2.) Enter the station number to check
- 3.) [Save]

Print Function
* Print # Clear

11. Clear Morning Call History:

- 1.) Press [Hotel], [0], [#]
- 2.) Enter the station number to clear
- 3.) [Save]

Mini Accounting Morning Call History Output Data Format

03/06 10:25 Room 0011 Morning Call History

Day Time Status

03 80:00 N

03 08:04 B

03 08:06 A

N: Station did not answer

B: Station was busy

A: Station answered

If there are no morning calls recorded for the station then the screen will show

Print Function
No Records

This feature may need to be programmed prior to use by your installer.

11. Clear Room Messages: (Future)

- 1.) Press [Hotel], [*]
- 2.) Enter the station number to clear the message for.
- 3.) [Save]

Cancel Room Msg
112 Save>

12. Change Room Status to Clean (Future)

- 2.) Enter the station number to change status to clean.
- 3.) [Save]

Set Room Status
112 Save>

Notes On Operating Mini Call Accounting

Mini Call Accounting is designed to work only for Room phone metering. If used to record details of administration phones there is a great risk of overloading the buffer and corrupting the system memory. On **SOME** versions of software when the Hotel key is pressed a message saying "Buffer Will Fill" will be displayed on the screen to warn users that the memory buffer is reaching capacity. At this point it is imperative that the operator takes steps to clear space in the buffer before a problem is caused. The user can check the buffer records by pressing Hotel key and 7. The maximum recommended safe level is 250-300 for the G2. To clear records it is necessary to check out a room or extension and then check it back in again. Checking out a room does not clear the records, only checking it back in again will do this.

If at any stage you receive a printout where the Total number of meter pulses and Call charges are far higher than the total of the calls displayed then it is quite possible that the total is correct and the buffer is already full and needs checking. When the buffer is full the system is still able to increase the total for each room when new calls are made but there is no room in the buffer to store details of the actual calls. If this happens first of all check Total records (Hotel key 7) and then take steps to reduce the number of records in the buffer.

Set Morning Call (Wake UP Call):

When the Console phone is not in use:



OR



When the Console phone is in conversation:



The alarm time format is as following:

HH:MM DD HH = Hour
 MM = Minute
 DD = 99

Cancel Morning Call:

When the Console phone is not in use:



The alarm time format is as follows:

HH:MM DD HH = Hour
 MM = Minute
 DD = 00

3. Setting the wake up time from the extension itself (Key Station).

Phone is not in use:



Press PROG, HOLD, Hour (2 digit), Minute (2 digit), 99, SAVE.

To cancel the setting



press PROG, HOLD, HOLD.

4. Setting the time from the extension itself (ANALOGUE).



Lift handset, dial 700, Hour (2 digit), Minute (2 digit), 99, # (or hang up).



To cancel the setting lift handset and dial 7000, 000000, and hang up.

In all of the above operations the station will receive 1 Morning call only but if 09 is substituted for 99 the station will receive a Morning call EVERY morning at this time until the procedure is cancelled.

MORNING CALL OPERATION.

1. Voice card fitted.

At the pre-programmed time the system will call the extension automatically and if answered will play the voice message to the extension.

If the extension is busy the message will be placed in the queue buffer and every 2 minutes an attempt will be made to send the message until the call is successful.

If the extension does not answer the ring will continue for 50 seconds and then the call will be placed in the queue buffer and the system will attempt to deliver the message until successful.

Once a message has been placed in the queue buffer the MSG lamp will be flashing on the console to indicate that a morning call has been unsuccessful and the console may attempt to send the message manually by pressing SPD, MSG. Even if the call is unsuccessful the call will be cancelled unless the console presses SPD again before hanging up.

2. No Voice card fitted.

At the pre-programmed time the MSG light will flash on the console and the console can then deliver the message manually by pressing SPD, MSG and speaking to the extension. If the call is unsuccessful the console MUST press SPD before hanging up to retain the call in the system.