PRODUCT SALES GUIDE

MBX IP Features Guide: Streamlining Guest Services

in the Hospitality Industry

Streamlining Guest Services in the Hospitality Industry

In addition to providing a cost-effective, general office solution for small to mid-size businesses, the MBX IP system includes a unique hospitality feature set for addressing vertical market opportunities in the hospitality industry.

The MBX IP hospitality feature set is designed to provide efficient hotel operations and enhanced guest services… all in a single package. Features such as Check-In/Check-Out, Wake-Up Call Management, Room Status, Maid Status and many others allow operators to streamline hotel operations while enhancing the guest experience by providing convenience and safety for all guests. Hotel employees also benefit from seamless feature operation and reduced training time.

The MBX IP's core hospitality features are available in one software package along with the system's standard office features, so both guest-facing, back office and other staff can operate on one standard phone system. This configuration is useful for deployments requiring an office solution and hotel solution at the same time with only one phone system.

This guide highlights the main hospitality features in the MBX IP and the benefits they provide.

System Capacities

The following table lists the specifications for both types of MBX IP systems:

Items	MBX IP 100	MBX IP 300
KSU Number	2	3
Slot Number per KSU	6	6
Total Port (Extensions + CO Line)	200	414
Number of Physical Extensions	120	324
Number of Extensions (Physical + DN)	180 (Extensions 120 + DN 60)	648 (Extensions 324 x 2)
Number of CO Line	80	240
Numbering Plan	Extension: 8 Digits	Extension: 8 Digits
	Feature: 8 Digits	Feature: 8 Digits
	Trunk: 8 Digits	Trunk: 8 Digits
Attendant	5/Tenant	5/Tenant
DSS/BLF Console	5	5
Member of Conference	13 Party	13 Party
Internal Page Zone	15	30
System Speed Dial	1000 (32 Digits)	2000 (32 Digits)
Station Speed Dial	50 (32 Digits)	50 (32 Digits)
Number of SMDR Records	5000	5000
CO Trunk Group Number	24	72
Station Group	20 (50 Member/Group)	50 (50 Member/Group)
Pickup Group	20 (100 Member/Group)	50 (1000 Member/Group)
Command Call Group	10 (12 Member + 1 Initiator/Group)	10 (12 Member + 1 Initiator/Group)
Interphone Group	10 (10 Member/Group)	10 (10 Member/Group)
Page Group	15 (50 Member/Group)	30 (50 Member/Group)
Station Name Information	16 Characters	16 Characters
Digit Restriction	COS: 16	COS: 16
	Allow/Deny Entry per COS: 100	Allow/Deny Entry per COS: 100
	Maximum Digit: 16	Maximum Digit: 16
Digit Translation	Table Number: 9	Table Number: 9
	Number of Digit: 16	Number of Digit: 16
	300 per 1 Table	300 per 1 Table
Number of Bar Record	3000	7000

System Hospitality Features

Hotel Service Type

Each extension of the MBX IP is assigned its own hotel service type. There are four hotel service types: Office Station, Guest Station, Front Desk and Service Station. Typical features and services are provided depending on the allocated hotel service.

Office Station
It is not possible to use hospitality features such as Check-In, Check-Out, Maid Status, etc., from an office station; however, all basic telephony services are available in an Office Station.

Guest Station
A Guest Station is a terminal that is in a hotel guest room and used by the hotel guest. From the Guest Station, it is possible to use hotel-specific features such as Room Call, Front Desk/Service Call, Voice Mail and Maid Status.

Front Desk
Front Desk is a terminal that can be used at the hotel's front desk. It provides more hotel features than the Guest Station. Features such as Check-In, Check-Out, Guest Info Setting and Display, Room Swapping, etc., are supported for front desk phones. Front desk phones can provide hotel services to hotel guests and service stations.

Service Station
Service Station is a phone that is designed for shops or restaurants in the hotel. Items such as bar charges can be entered by a service station.

Benefit
Easy setup of various hospitality phones by instantly providing them with certain features of the hospitality feature set.

Conditions
- A station can have only one hotel service type; i.e., you cannot assign a station as both a Front Desk and a Service Station.

Multiple Front Desks

Multiple Front Desks are supported in the MBX IP system.

Benefit
Allows multiple front desk personnel to handle busy operations in an efficient manner.

Conditions
- There is no limit on the number of Front Desks.
- Multiple Front Desks can be put into one station hunt group, so that multiple Front Desks can receive calls from Guest Stations or Service Stations.
- If the attendants are programmed to be Front Desks, the attendants will be able to cover Office Stations and Hotel Stations. In this case, calls between Office Stations and Front Desks should be enabled.

Check-In

This feature provides a simple procedure to allocate a guest room to a guest.
The procedure readies a room by changing the Maid Status, re-sets any Call Records and Voice Mails, and registers the basic information of the guest(s).

Benefit
Allows check-in operation for front desk personnel to quickly set up a guest room.

Conditions
- The system determines if a room to check-in is set to provide Wake-Up, Call Forward, DND, Absence Message and Message Wait. If any of these features are registered at the time of check-in, they will be canceled.

Check-Out

Provides a simple procedure to check-out a guest from a room. The procedure re-sets any Call Records, Voice Mails and clears any basic guest information.

Benefit
Allows a quick check-out operation for front desk personnel to efficiently check-out a guest room. During the check-out process, the total room charge is printed through the RS-232C port. The printed format is as follows:

Conditions
- Upon check-out, the guest name is deleted and the field is restored to "ROOM." Language ID and the COS are changed into values programmed in Hotel General Information (PGM XXX).
- When Check-Out is performed, Maid Status of the room is changed to "DIRTY (to be cleaned)" and the following fields are automatically cleared or set.

```
                              HOTEL NAME
                TOTAL CHARGE IN ROOM 100  ( Guest-Name : ............)

Check - In  :  94/12/26-18
Check - Out :  94/12/31-11 ( 5 days )

   Start-Time  CO Duration Dialed-No.       Count Call-Cost Remark
   12/27-13:10 01 00:00:32 000182343507951     0       0 Unanswered
   12/27-13:30 01 00:01:23 000182343507951     3    1500
   12/28-21:22 02 00:10:18 000182343507953    31   15500

   Charge-Time Charged-STA   Item          Bar-Cost       tax
   12/28-21:32  COFFEE-SHOP    COFFEE            5000          100
   12/29-10:10  FRONT-DESK     COKE              3000           30

   Item          Charge       Tax(rate)      Sum
   (1) ROOM CHARGE :    300000        30000(10.00%)      330000
     (rate 02 : GOLD)
   (2) CALL CHARGE :     17000        170(10.00%)     17170
   (3) BAR  CHARGE :     8000         130            8130
   (4) PRE-PAID   :                          -20000

   Method of payment : VISA

   TOTAL    :                         335300 WON
```

Fields that are cleared:

Absence Message and Message Wait / Guest Name / DND / Wake-Up Time / Call Forward Status / Authorization Code / Maid Status / Station COS / Prepaid Money / Voice Mail

Fields that are set:

ICM Disable / LCD Language / Prompt Language / Room to Room Call Group / Call Charge Rate

Call Barring (Room Cut-off)

The use of CO lines or intercom calling from Guest Stations can be allowed or denied from a Front Desk or the Property Management System (PMS).

Benefit
Allows the front desk to control malicious calls and outgoing calls on a per-room basis.

Conditions
- ICM Call Barring can be set from Front Desk.
- CO line is accessed for an outgoing call from a room. Room Cut-off setting is checked. If Room Cut-off is registered, the call is released.

One-Time CO Call Use

By the request of the guest, Front Desk can enable a one-time CO call to an intercom-only station. The guest can make only one external call per request.

Benefit
Allows a one-time external call to be made from a restricted guest room and properly tracked for billing purposes.

Conditions
- The charged station must be a checked-in room station.
- At the end of the CO call, the station cannot access the CO line.

Wake-Up Calls

Front desk personnel can set/cancel Wake-Up Requests for hotel guests.

Benefit
Provides an efficient procedure for a common hotel operation. This automates the wake-up process so hotel personnel do not need to manually keep track of wake-up calls.

Conditions
- A room must be checked-in in order to set/cancel a wake-up time.
- When Wake-Up is registered/cancelled from the System Attendant, Front Desk, or Guest Station, a Wake-Up Service result notifies the printer or PMS.

Message Wait Registration/Cancellation

Front desk personnel can set/cancel Message Wait requests for hotel guests. In addition, guest rooms can be provisioned to leave messages for other guests.

Benefit
Provides hotel operators a manual and personal way to leave guests a message. Message Waits are identified on the display of Front Desk/Attendant Phones so employees can personalize the call.

Allows guests to leave messages for one another without assistance of hotel operator.

Conditions
- Message Wait can be registered or cancelled individually or entirely from the Front Desk.
- Message Wait can be registered or cancelled from a Guest Station.

Room/Bath Alarm

If a Guest Station goes off-hook and the handset is left alone without dialing for a programmable period of time, the front desk can be notified to send assistance to the guest.

Benefit
Provides an easy way for a guest in an emergency situation to signal the hotel operator of the need for assistance.

Conditions
- Room/Bath Alarm Call (Ring) cannot be forwarded as a normal call.
- System attendant can cancel the Room/Bath Alarm ring, but if the Bath Alarm condition is still active, the Bath Alarm ring is not removed. The alarm ring can be removed only if the alarm condition is cleared.
- When a Room/Bath Alarm occurs and is cleared by the System Attendant, a message with time/date is printed through the RS-232C.

Register/Change Pre-paid Money

The MBX IP system can accept and track pre-paid money for guest rooms for items such as calls. Charges applied to the room are tracked against the pre-paid amount.

Benefit
This feature provides an easy way for a guest to apply pre-paid money to their account. Hotel operators benefit from having the system automatically track charges against pre-paid money.

Condition
- Pre-paid money is included in SMDR information.
- If the guest exceeds their pre-paid amount, the room extension can't make an outgoing CO call.

Room Swap

This feature allows room changes without an additional check-out and check-in procedure.

Benefit

This feature provides an easy way for a hotel operator to transfer charges from one guest room to another. This allows room changes in the event of a maintenance issue while maintaining all the charges associated with the guest.

Conditions

- The new room must be checked-out before room-swapping.

Maid Status

Maid Status provides the ability to set the status of a guest room. This status can be registered from the Front Desk, Guest Station, or PMS. The following Maid Status settings are supported:

1: TO_BE_CLEANED
2: UNDER_CLEANING
3: READY_FOR_SELL
4: OUT_OF_SERVICE
5: UNDER_REPAIR
6: REPAIR_COMPLETED
7: ROOM_OCCUPIED

Benefit

This feature provides an easy way for rooms to be marked with a selling status. When the Front Desk performs a room status, they can easily see the status/availability of all the rooms at a glance.

Conditions

- Maid Status can be registered individually or entirely from the PMS system, as well as from Front Desk.
- A guest room can also register the Maid Status.
- This feature cannot be registered from an Office or Service Station.

Room Charge/Status Print

This feature allows the front desk to see total charges of a single or multiple rooms on their phone's display screen, as well as print SMDR records and room charges.

```
Echo Mode
RM(0100) PRE-PAID (   20000)  CHARGED (   53000) =    330000
RM(0102) PRE-PAID (   20000)  CHARGED (   14600 ) = -   5400
RM_SUMS: PRE-PAID (   40000)  CHARGED (   67600) =    27600

Non-Echo Mode
&SM000100  20000    53000    330000&SM000102  20000    14600-    5400
&SM01  40000    67600    27600
```

Benefit
This feature provides an easy way to inform a guest of current charges. The printout information is shown at the right:

Conditions
This feature provides an easy way to inform a guest of current charges. The printout information is as follows:

- The maximum SMDR record message number is 5000. An alarm message is automatically received at the Attendant Station if the recorded number is 4000 or 4500.

```
                              HOTEL NAME
                 TOTAL CHARGE IN ROOM 100 ( Guest-Name :  ........... )

Check - In  :  94/12/26-18
Current-time :  94/12/31-11 (5 days )

    Start-Time  CO Duration   Dialed-No.         Count Call-Cost Remark
    12/27-13:10 01 00:00:32   o00182343507951        0      0   Unanswered
    12 / 27 - 13: 30  01  00:01:23   000182343507951       3    1500
    12/28-21:22   02 00:10:18   000182343507953        31   15500

    Charge-Time Charged-STA   Item          Bar-Cost        tax
    12/28-21:32  COFFEE-SHOP   COFFEE          5000          100
    12/29-10:10  FRONT-DESK    COKE            3000          30

    Item          Charge      Tax(rate)       Sum
    (1) ROOM CHARGE :  300000    30000(10.00%)     330000
      (rate 02 : GOLD)
    (2) CALL CHARGE :  17000     170(10.00%)       17170
    (3) BAR  CHARGE :   8000     130              8130
    (4) PRE-PAID   :                 -20000

    Method of payment : VISA
      TOTAL      :                   335300    WON
```

- The total number of Bar records is 7000 in the MBX IP 300 and 3000 in MBX IP 100; the alarm message is automatically received at the Attendant Station if the recorded number is 6000 or 6500 in the MBX IP 300, and 2000 or 2500 in the MBX IP 100.
- SMDR and Bar records, and total room charges are deleted upon Check-Out.

Room Rate Register/Assign

This feature allows the front desk to assign a room rate to guest rooms from up to 20 different rates. Room Rate information is included in the total room bill that is printed out on the SMDR upon request and upon check-out.

Benefit

This feature provides an easy way to track room charges using the MBX IP system without the need for additional equipment. Multiple room rates are available to cater to various discount levels hotels may offer their guests.

Register-Bar and Mini-Bar Charge

This feature allows hotels to track guest restaurant/bar charges and mini-bar charges. The charges are stored as part of the room record in the MBX IP system. These charges can be displayed or printed in Hotel Charge display.

Benefit

Easily track additional guest charges for restaurant/bar and mini-bar items using the MBX IP system without the need for additional equipment.

Conditions

- Restaurant/bar and mini-bar cost will be included in the total room charge.
- Product codes for restaurant/bar and mini-bar items must be registered before usage.

Call Charge Rate Register/Assign

This feature allows the front desk to assign a telephone call charge rate to an individual room or Service Station. Multiple rates are supported in the MBX IP system.

Benefit
This feature provides an easy way to track and bill guest telephone calls without the need for additional equipment.

Conditions
- There can be up to six entries in the Call Charge Rate table.
- If a room or a Service Station is not assigned a Call Charge Rate, 100% of SMDR call cost is charged.

Register Hotel Name

This feature allows the Front Desk to register or change the name of the hotel for guest billing information.

Benefit
Allows hotels to provide professional room receipts to guests without the need for additional equipment.

Conditions
- By default, there is no hotel name programmed.
- In Check-Out or Room Charge display, the registered hotel name will be printed in the header.

Guest Name/Information Display

Each guest can have a personal name associated with their room. This allows the front desk personnel to view information about guests while talking with them over the phone.

Benefit

Allows hotels to personalize the guest experience by having guest name information available for hotel personnel when guests call.

Conditions
- By default, there is no guest name programmed.

One-Digit Service

The MBX IP can provide guests with one-button access to certain hotel departments, for example, to housekeeping, room service, front desk, etc.

Benefit

Allows guests to connect to Front Desk, Service Station, or other hotel departments by pressing a single button.

Conditions
- Call restriction and class of service information are maintained when this feature is used.
- This feature is not available for office extensions.

VIP Guest Calls

Guests can be identified as a VIP in the MBX IP system. By prioritizing the queuing of VIP Guest Calls, calls from VIP guests are answered first by an operator.

Benefit
Allows preferred guests to be handled first.

Conditions
- VIP Guest Calls can be assigned upon check-in.

VIP Guest Wake-Up Call

This feature allows the attendant to be informed of the VIP Guests' Wake-Up Call and provide Wake-Up Call service. When it is Wake-Up Call time designated for the VIP guest room, the attendant is alerted for the Wake-Up of the guest.

Benefit
Allows preferred guests to have a personalized wake-up call.

Conditions
- VIP guests are determined depending on guest grade designated upon check-in.
- There can be a maximum of 20 VIP Wake-Up logs in the system. The log is deleted once the attendant presses the [SAVE] button while checking VIP Wake-Up logs.

Property Management System Interfaces

The MBX IP system supports two Property Management System (PMS) interfaces that can be utilized to connect to a third-party hotel management system. One interface is a generic type that can be given to PMS vendors for analysis to see if they can support the MBX IP format. The other is Micros-Fidelio Opera specific.

The MBX IP connects to property management systems via an Ethernet connection only in a client/server-type arrangement.

Benefit
The MBX IP can integrate and exchange data with PMS systems for hotel efficiency. This allows operators with PMS systems already in place to deploy the MBX IP while maintaining their PMS system functions.

Conditions
The following fields are supported in the Micros-Fidelio PMS interface:

Feature Category	Specific Features
Guest Data	Check-In
	Check-Out
	Room Change
	Guest Info/Name Change
Room Data	Room Status: Inspect, Clean, Dirty
	Voice Mail Notification
Charge Posting	Call Charge Posting: Classification of local call, long distance call, international call, and mobile call
	Mini-Bar Charge Posting

The MBX IP supports Fidelio PMS Suite 8 8.6 and above, Opera 4.0.4 and above, as well as Opera 5 and above.