



Hospitality Portal Administrator Guide

Version: 1.1

Published: 10/1/2025

Spectrum Business Voice Product Team

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Revision History

Date	Revision	Author	Comments
10/01/2025	1.1	Joe Romanow	Initial Publication

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1 Introduction

The Spectrum Business Hospitality portal is a secure web-based service that enables hotels to manage crucial hospitality voice features and control the PBX from one centralized platform. The tight integrations with all of the widely available hospitality systems assure ultimate control over your voice systems.

The portal enables the Administrator to review and manage multiple features and run reports, such as:

- Calling Activity
- Customized Greetings via the Guest Experience Design Studio
- Report Activity
- Wake Scheduling and Activity

2 Hospitality Portal Main Screen

Once logged into the hospitality portal you will see the main screen which is where you will find guest information for all guests:

3 Property Selection:

Option where you select your property or properties you want to view.

1. To view data for one or more properties you must first access the drop down menu beneath Select Property label.
2. Click on the check boxes next to the property name or properties you want to pull up data on.

Locate Reservation

Select Property: Select MODE:

☒ 998-Property
☐

#	Property Name	First Name	Last Name	Arrival Date

Room Move Minibar Charge VM Archive

Last Name	Check In

- 3. Click Close.
- 4. You can click on the Search button to display the information for that property:

Search Type	Room#	Guest Id	First Name	Last Name	Arrival Date	Departure Date	Group Code	Guest Type	
Current									
Check-In Check-Out Share Room Room Status Room Move Minibar Charge									
#	Room	Wing	First Name	Last Name	Check In	Check Out	Room Status	Guest Status	Property
<input type="checkbox"/>	101		TIMOTHY	PLOTE	2/10/2015		Vacant/Ready	Inhouse	998-Property
<input type="checkbox"/>	102		DAVID	PULLEN	2/9/2015		Vacant/Ready	Inhouse	998-Property
<input type="checkbox"/>	103		JASON	SULLIVAN	2/10/2015	2/11/2015	Vacant/Ready	Out	998-Property
<input type="checkbox"/>	104		TOM	Smith	2/10/2015		Vacant/Ready	Inhouse	998-Property
<input type="checkbox"/>	105		DAVE	ROSS	2/10/2015	2/11/2015	Vacant/Ready	Out	998-Property
<input type="checkbox"/>	106		ZHONGQIU	TIMM	2/10/2015	2/11/2015	Vacant/Ready	Out	998-Property
<input type="checkbox"/>	108		THOMAS	SMITH	2/10/2015	2/11/2015	Vacant/Ready	Out	998-Property
<input type="checkbox"/>	110		ANTHONYO	RITACCO	2/10/2015		Vacant/Ready	Inhouse	998-Property
<input type="checkbox"/>	112		ROBERT	KREBSBACH	2/10/2015	2/11/2015	Vacant/Ready	Out	998-Property
<input type="checkbox"/>	114		Steve	RUMSEY	2/10/2015	2/11/2015	Vacant/Ready	Out	998-Property
<input type="checkbox"/>	116		PAUL	NEWLIN	2/10/2015		Vacant/Ready	Inhouse	998-Property
<input type="checkbox"/>	117		TIM	CASHMORE	2/9/2015		Vacant/Ready	Inhouse	998-Property
<input type="checkbox"/>	118		STEPHEN	LUNDSTEDT	2/5/2015	2/6/2015	Vacant/Ready	Out	998-Property
<input type="checkbox"/>	119		JEFF	HESS	2/7/2015	2/8/2015	Vacant/Ready	Out	998-Property
<input type="checkbox"/>	120		WILLIAM	SUN	2/10/2015	2/11/2015	Vacant/Ready	Out	998-Property

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- 5. To deselect a property, access the property drop down.
- 6. Uncheck the box next to the property and then click on Search again.

Locate Reservation

Select Property: 998-Property

Select MODE: Reservation

Search

Property Name

998-Property

Close

First Name Last Name Arrival Date

Room Move Minibar Charge VM Archive

Last Name Check In

Note: You must select at least one property before you click on the Search Button.

Search Criteria:

- Option where you can search for specific criteria relating to guests

Search Type: Current

Room# Guest Id First Name Last Name Arrival Date Departure Date Group Code Guest Type

- Function Bar: Where you can Check-In, Check-Out, Share Room, change Room Status, Room Move, view Minibar Charges (if supported) and Archive Voicemail for guests

Check-In Check-Out Share Room Room Status Room Move Minibar Charge VM Archive

- Filter By Criteria

Room Wing First Name Last Name Check In Check Out Room Status Guest Status Property

4 Hospitality Portal Search

By default, the Hospitality portal will display all the guest records for the all selected properties. The selection can then be narrowed down by using the available search parameters. The results can be filtered by:

- Current or historical data
- Room number
- Guest ID
- Guest first name
- Guest last name
- Arrival date
- Departure date
- Group code
- Guest type

The screenshot shows the Hospitality Portal Search interface. At the top, there are dropdowns for 'Select Property:' (showing '998-Property') and 'Select MODE:' (showing 'Reservation'), followed by a 'Search' button. Below these are several search filters: 'Search Type' (with a dropdown menu open showing 'Current' and 'History' options), 'Room#', 'Guest Id', 'First Name', 'Last Name', 'Arrival Date', 'Departure Date', 'Group Code', and 'Guest Type'. Below the filters is a table with columns: Room#, Wing, First Name, Last Name, Check In, Check Out, Room Status, Guest Status, and Property. The table currently displays 'No data to display'.

Note: If Current data search type is selected, the search results will only show In House guests. If History data search type is selected, the filtered results will show both guests who are In House and guests who have Checked Out. The search type menu can be found right below the property selection dropdown:

Search vs. filter

On the menu you will notice there are options for both a search and a filter:

#	Room	Wing	First Name	Last Name	Check In	Check Out	Room Status	Guest Status	Property

The Search Function retrieves all the records that match the Search criteria after clicking on the Search button. Once the search has returned the results you can use the Filter Function to filter the records that were returned as part of the Search.

Pattern search

For flexibility, the search function is designed to match the pattern entered in the criteria. For example:

- If the Guest's last name is "Markes" but a misspelling may have occurred, enter "Mar" into the Last Name field, the Hospitality portal will return all guests whose last name starts with "Mar".

Combination search:

Any combination of criteria fields can be used to narrow down the search. For example:

- If First Name = Phil is entered, all guests whose first name starts with "Phil" will be displayed.
- If First Name = Phil and Arrival Date = 01/04/11 is entered, only guests whose first name begins with Phil and who arrived on 01/04/11 will be displayed.

Note: The Arrival Date field and the Departure Date field do not function as ranges. If an Arrival Date of 01/01/11 and a Departure Date of 01/15/11 is entered, only those guests who arrived on January 1st and who departed on January 15th will be displayed.

5 Check In Functionality

In the event that the PMS is down, the hospitality portal can be used to:

- Check a guest into one room
- Check multiple guests into one room (Share Room)
- Check a guest with one guest reservation id into multiple rooms

Note: The hospitality portal should only be used to check guests in and out in the event that the PMS is unable to perform this function.

To check a guest into a room using the Hospitality portal follow the below steps:

1. Using the Portal, locate a vacant room which will be identified with the Guest Status of Out (as the room must be vacant in order to create a new check-in):

Select Property: 998-Property Select MODE: Reservation Search

Search Type: Current Room#: Guest Id: First Name: Last Name: Arrival Date: Departure Date: Group Code: Guest Type:

Check-In Check-Out Share Room Room Status Room Move Minibar Charge

#	Room	Wing	First Name	Last Name	Check In	Check Out	Room Status	Guest Status	Property
<input type="checkbox"/>	998		TEST	CHECKIN	9/19/2013	2/11/2015		Out	998-Property

2. Click the check box to the left of the vacant room:

#	Room	Wing	First Name	Last Name	Check In	Check Out	Room Status	Guest Status	Property
<input checked="" type="checkbox"/>	998		TEST	CHECKIN	9/19/2013	2/11/2015		Out	998-Property

3. Click the Check-In link on the Function Bar. Function is "grayed out" (not available) until a room that is vacant is selected.

Locate Reservation

Search Type: Current (dropdown) Room#: [] Guest Id: [] First Name: [] Last Name: []

Check-In [Check-Out](#) [Share Room](#) [Room Status](#) [Room Move](#)

Property: []

- The Check-In pop-up box will appear. The Property Name, Room # and Check-In Date will be automatically populated by the system. Enter in the appropriate Guest Information, this information will not be sent to the PMS only to the PBX and Voicemail.

Enter Check-In information

Property: 998-Property Room: 998

First Name: John Last Name: Smith

Check-In Date: 02/11/2015 (dropdown) Check-Out Date: 02/13/2015 (dropdown)

Home Phone: 319-363-5554 Cell Phone: []

Address: 9737 Washingtonian Blvd Work Phone: []

Address: Suite 350 email: JazzSupport@BroadSoft.com

City: Gaithersburg Group Code: JAZZ

State: MD Guest Type: GLD

Zip Code: 20878 VIP: Y

Country: USA, NA (dropdown) Language: []

Check-In Cancel

- Click the Check-In Button to save the guest information. The new guest is now assigned to that room.

#	Room	Wing	First Name	Last Name	Check In	Check Out	Room Status	Guest Status	Property
	998								
<input type="checkbox"/>	998		John	Smith	2/11/2015			Inhouse	998-Property

Share room functionality

To check multiple guests into a single room follow the below procedures:

1. Check in the first guest following the [above](#) procedures.
2. Click the check box to the left of the room again, notice the 'Share Room' is available:

Check In Check Out Share Room Room Status Room Move Minibar Charge									
#	Room	Wing	First Name	Last Name	Check In	Check Out	Room Status	Guest Status	Property
	998								
<input checked="" type="checkbox"/>	998		John	Smith	2/11/2015			Inhouse	998-Property

3. Click the Share Room Link (instead of the Check-In Link) on the Function Bar and the Check-In pop-up box will appear. The verbiage "Sharing with: [first checked-in guest's name]" will appear at the bottom of the window and the Property Name, Room # and Check-In Date will be automatically populated by the system. Enter the information for the Second Guest into the Check In pop-up box.

Enter Check-In information

Property: **Company 2** Room: **1101**

First Name: **Test** Last Name: **Guest Z**

Check-In Date: **03/15/2011** Check-Out Date:

Home Phone: Cell Phone:

Address: Work Phone: email:

Address: City: Group Code:

State: Guest Type:

Zip Code: VIP:

Country: Language: **English**

Sharing with: Guest A, Test

Check-In **Cancel**

4. Click the Check-In Button to save the guest information. The second guest is now assigned to that room as well. Each guest will have their own record.
5. Repeat Steps 2 - 5, if there are additional guests sharing the same room.

<input type="checkbox"/>	1101		Test	Guest Z
<input type="checkbox"/>	1101		Test	Guest A

Check in multiple guests under one reservation

Multiple rooms can be checked-in at the same time under one reservation using the Hospitality portal. For example: A family reserves 2 rooms; one for the parents and one for the children.

1. To check in multiple rooms at one time under the same reservation using the Hospitality portal click the check box to the left of all the rooms for the reservation.

<input checked="" type="checkbox"/>	1103		Test	Guest C	11/11/2010	3/15/2011	Clean Vacant	Out
<input checked="" type="checkbox"/>	1104		Test	Guest E	3/8/2011	3/15/2011	Clean Vacant	Out

- Next click the Check-In Link on the Function Bar (the check-in function is grayed out/not available until a vacant room is chosen. The Check-In pop-up box will appear and notice multiple room numbers are now entered in the room number field:

Enter Check-In information

Property:

Room:

First Name:

Last Name:

Check-In Date:

Check-Out Date:

Home Phone:

Cell Phone:

Address:

Work Phone:

Address:

email:

City:

Group Code:

State:

Guest Type:

Zip Code:

VIP:

Country:

Language:

- Enter in the appropriate guest information and click the Check-In Button to save the guest information. The new guest is now assigned to multiple rooms:

<input type="checkbox"/>	1103		Test	Guest Y	3/15/2011		Clean Vacant	Inhouse
<input type="checkbox"/>	1104		Test	Guest Y	3/15/2011		Clean Vacant	Inhouse
<input type="checkbox"/>	1105		Test	Guest F	3/23/2011		Clean Occupied	Inhouse

6 Check Out Functionality

The hospitality portal also allows for a single room or multiple rooms to be checked out at one time. When checking out multiple rooms the rooms do not have to be under the same reservation.

Note: Check Ins and Check Outs made through the hospitality portal are not sent to the PMS. The Hospitality portal should only be used to check guests in and out when the PMS is down.

To check one or more rooms out of the hospitality portal:

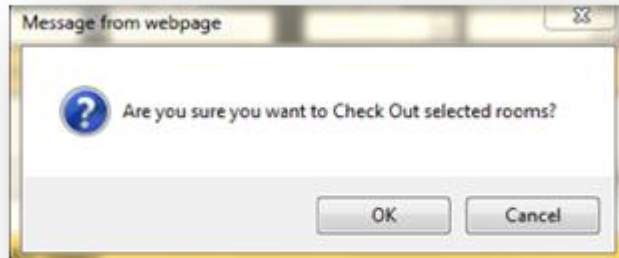
1. Click the check box(es) to the left of the room(s) to be checked-out:

<input checked="" type="checkbox"/>	1101	Test	Guest Z	3/15/2011	Clean	Occupied	Inhouse
-------------------------------------	------	------	-------------------------	-----------	-------	----------	---------

2. Click the Check-out link on the function bar. Function is "grayed out" (not available) until a room is chosen:

Search Type	Room#	Guest Id	First Name	Last Name	
Current	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Check-In Check-Out Share Room Room Status Room Move					
#	Room	△	Wing	First Name	Last Name
<input type="checkbox"/>	601			Mike	Test
<input type="checkbox"/>	602			Allan	Sdd
<input checked="" type="checkbox"/>	603			Test	Checkin Info
<input checked="" type="checkbox"/>	604			mike	test

3. The check-out confirmation message will appear, click the OK button to confirm check-out:



4. The guest status for all the selected rooms will change to out.

<input type="checkbox"/>	1102	Jay	Bakan	1/18/2011	3/7/2011	Dirty Vacant	Out
<input type="checkbox"/>	1103	Portall1103	Last1103	2/3/2011	3/7/2011	Clean Vacant	Out

7 Room Move Functionality

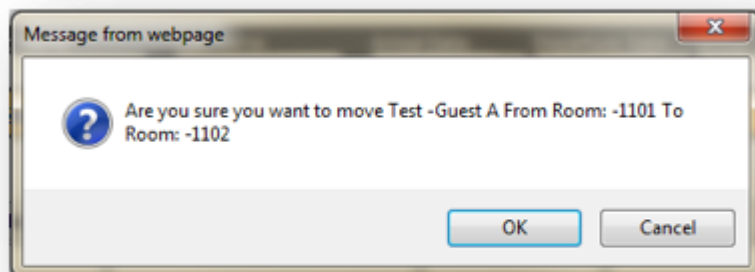
To move a guest from one room to another in the Hospitality portal in the event the PMS is down you can click the check box to the left of the guest's current room, then click the check box to the left of the vacant room where the guest will be moved:

<input checked="" type="checkbox"/>	215	BRADLEY	BUNGE	4/18/2012	4/19/2012	Clean	Out
<input type="checkbox"/>	216	216	216	4/18/2012		Ready	Inhouse
<input checked="" type="checkbox"/>	217	217	217	4/18/2012		Ready	Inhouse

1. Click the Room Move link on the function bar on main menu. The room move function will be "grayed out" (not available) if:
 - o Both rooms are not selected
 - o More than 2 rooms are selected
 - o The room where the guest will be moved is already occupied

Search Type	Room#	Guest Id	First Name	Last Name	Arrival Date	Departure Date	Group Code	Guest
Current								
Check-In Check-Out Share Room Room Status Room Move								
#	Room	Wing	First Name	Last Name	Check In	Check Out	Room Status	Guest Status
<input type="checkbox"/>	212		LEONORA	LOUGHESE	4/17/2012	4/19/2012	Clean	Out
<input type="checkbox"/>	213		Tsutomu	Nochi	4/17/2012	4/19/2012	Clean	Out
<input type="checkbox"/>	214		Richard	Goecks	4/18/2012	4/19/2012	Clean	Out
<input checked="" type="checkbox"/>	215		BRADLEY	RUNCE	4/18/2012	4/19/2012	Clean	Out
<input type="checkbox"/>	216		216	216	4/18/2012		Ready	Inhouse
<input checked="" type="checkbox"/>	217		217	217	4/18/2012		Ready	Inhouse

- The following message will appear asking for confirmation that the guest should be moved from Room "X" to Room "Y". Click OK button to initiate the Room Move. (Click Cancel Button to cancel change):



- After clicking OK the Room Move occurs. The guest will be checked out of the original room and checked-in to the new room. The Check-In, Check-Out and Guest Status fields will be changed to reflect the move.

8 Room Status Functionality

The purpose of room status is to update the PMS with the current status of a room, for example Dirty, Clean or Ready. Typically the housekeeper uses the guest room phone to update the status of the room by entering codes that correspond with the condition or status of the room. However, the room status can also be updating using the Portal. When room

status is updated using the phone, the updates will be sent to the Portal as well as the PMS. If the status is updated using the Portal, then the Portal will update the PMS.

The room status can be updated for one or more rooms at once using the main portal screen. Alternatively, the room status can be updated for a particular guest room by selecting that room and making the change from the guest details page.

To update the room status from the portal main screen follow the below steps:

1. Click the check box to the left of the room(s) to update the room status record

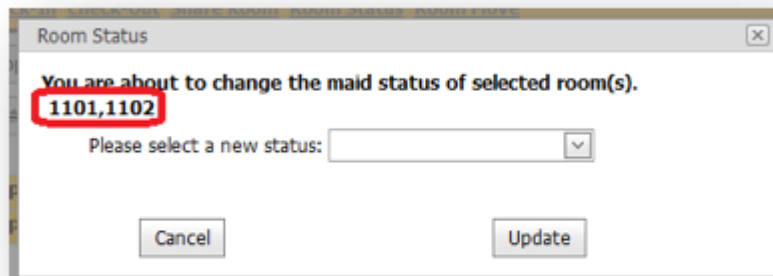
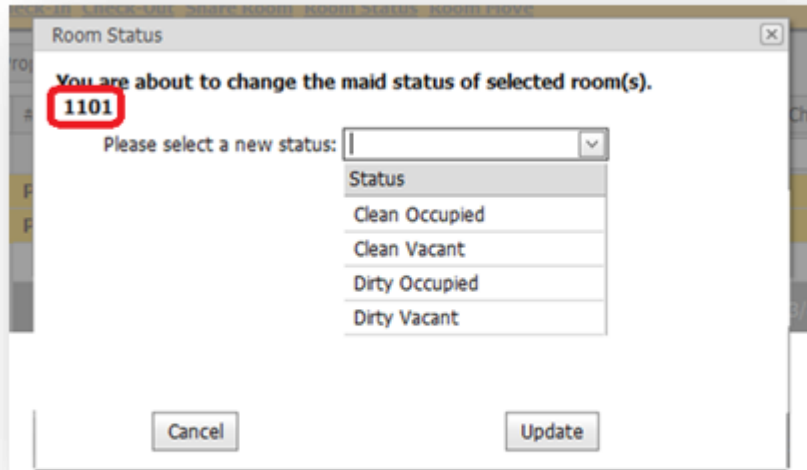
<input checked="" type="checkbox"/>	1101	Test	Guest A	3/8/2011		Clean Occupied	Inhouse
<input type="checkbox"/>	1102	Test	Guest B	11/4/2010	12/7/2010	Clean Vacant	Out

2. Click the Room Status link on the function bar. The function is "grayed out" (not available) until a room is selected:

Search Type	Room#	Guest Id	First Name	Last Name	Arrival
Current					
Check-In Check-Out Share Room Room Status Room Move					
#	Room	Wing	First Name	Last Name	Check In
<input type="checkbox"/>	601		Mike	Test	4/11/2012
<input type="checkbox"/>	602		Allan	Sdd	4/11/2012
<input checked="" type="checkbox"/>	603		Test	Checkin info	4/11/2012
<input checked="" type="checkbox"/>	604		mike	test	4/9/2012

Note: The room status selections available in the drop down vary depending on the property's PMS and PBX configurations. BroadSoft can configure Hospitality to suit the needs of the property as long as they are supported by the PMS:

3. Open the drop down box and select a new status. The room number(s) that will receive the change are displayed on the screen.



4. Click the Update button to save Room Status change or click Cancel button to cancel change. After clicking update the room status will be updated.

9 Guest Detail Page Overview

The guest detail page contains information pertaining to the guest that was entered either in the PMS or manually in the Hospitality portal. This page contains the following information:

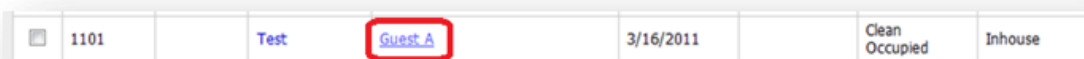
- Guest information
- Modify guest information link
- Manage wakeup calls

- Call charge estimate
- Class of service Phone Restriction
- Do not disturb
- Direct dial number assignment (if supported)
- Room status
- Transaction history
- Clear phone history (Supported PBX's only)
- Voice messages
- Text messages
- Modify guest information
- Estimate call charges

After a check-in has been created, the name, address, phone(s), e-mail, estimated check-out, guest type, VIP status, or Bill plan, can be modified using the link modify guest information.

Note: Information entered here does not get sent to the PMS. The property, room number and Check-in date cannot be modified using this link. To modify the room number, return to the main reservation screen.

1. To modify the Guest information in the hospitality portal in the event the PMS is down go to the main reservations screen, click on the guest's last name to open the guest detail record:



A screenshot of a reservation table. The table has several columns. The fifth column contains the text 'Guest A' which is highlighted with a red rectangular box. Other visible text in the table includes '1101', 'Test', '3/16/2011', 'Clean Occupied', and 'Inhouse'.

<input type="checkbox"/>	1101		Test	Guest A	3/16/2011	Clean Occupied	Inhouse
--------------------------	------	--	------	---------	-----------	----------------	---------

2. Click the Modify Guest Information hyperlink located in the guest information section on the guest detail page.

Guest Details

Ron Grau (Inhouse)

Address:
777 East Atlantic Avenue
Box 120
Delray Beach, Florida 33483
USA, NA
Work: 561-703-3437
email: rg@me.com
Language: English

998-Property . Room: 998
Guest ID: Portal554431243312

Check-In: 04/02/2012 11:58:44
Est. Check-Out: 04/04/2012 00:00:00

Group Code: IBM
Guest Type: Platinum
VIP: YES
Bill Plan: Guest Rooms

Transactions: [View Charge Report](#)

Date	Time	Description	Amount
4/2/2012	09:09:33	PMS GUEST-CHANGE	
4/2/2012	09:09:33	PBX GUEST-CHANGE	
4/2/2012	08:15:26	CallCharges	\$0.00
4/2/2012	08:14:25	CallCharges	\$0.00
4/2/2012	08:13:24	CallCharges	\$0.00
4/2/2012	08:12:02	PMS WAKEUP-SCHEDULE	
4/2/2012	08:01:22	CallCharges	\$0.00
4/2/2012	08:00:21	CallCharges	\$0.00
4/2/2012	07:59:20	CallCharges	\$0.00

Manage Wakeups

5:00 AM [Schedule New](#)

Date	Time	Status	Attempts	#
4/2/2012	08:00 AM	Answered	2	
4/2/2012	08:14 AM	Failed	3	

[Test Wakeup](#) [Show History](#)

Estimate Call Charge

Dial Number: Time of day: 9:07 AM [Schedule](#) Duration (min): 1 [Schedule](#)

[Estimate](#)

Room Status

Dirty [Update](#)

Direct Dial

[Update](#)

Do Not Disturb

Off [Update](#)

Phone Restriction

Long Distance Calls Allowed [Update](#)

Clear Phone History

All Extensions [Update](#)

Voice Messages

Guest has 0 voice messages

Text Messages

Message Light is: OFF- [Clear Light](#)

Type message: [Create New Message](#)

Date	Time	Message
4/2/2012	12:02	Message Lamp Cleared.
4/2/2012	12:02	1881

- Once the edit guest information pop-up window appears enter the changes and click the Update button to save the guest information changes.

Edit Guest Information

Property: **Room:**

First Name: **Last Name:**

Check-In Date: **Est. Check-Out:**

Home Phone: **Cell Phone:**

Address: **Work Phone:**

Address: **email:**

City: **Group Code:**

State: **Guest Type:**

Zip Code: **VIP:**

Country: **Bill Plan:**

Language:

[Update](#) [Cancel](#)

10 Estimate Call Charge

The Estimate Call Charge feature in the portal allows hotel staff to provide a guest with the estimated charge for making a call from their hotel room to a particular phone number. This feature is specific to the guest, although frequently all guests have the same phone rates in certain circumstances VIP or Resort Fee guests may have different billing options for phone calls. Therefore, the estimate will be based on whatever bill plan has been assigned to this particular guest.

To provide a guest with an estimate for a call charge open up the guest detail screen for the guest in question:

The screenshot displays the 'Guest Details' interface for John Smith (Inhouse). The interface includes sections for guest information, transactions, and various management tools. The 'Estimate Call Charge' section is highlighted with a red box. It contains fields for 'Dial Number', 'Time of day', and 'Duration (min)', along with an 'Estimate' button.

Guest Details: John Smith (Inhouse)

Address: 9737 Washingtonian Blvd, Suite 350, Gaithersburg, MD 20878, USA, NA
Home: 319-363-5554, email: JazzSupport@BroadSoft.com

998-Property - Room: 998
Guest ID: Portal3464535509547
Check-In: 02/11/2015 14:52:30
Est. Check-Out: 02/13/2015 00:00:00
Group Code: JAZZ
Guest Type: GLD
VIP: Y
Bill Plan: Admin Bill Plan

Transactions: (View Charge Report) (Refresh)

Date	Time	Description
2/11/2015	14:52:30	PMS CHECK-IN
2/11/2015	14:52:30	PBX GUEST CHECKIN

Manage Wakeups: 6:00 AM, Recur, Schedule New

Room Status: Update

Direct Dial: Update

Do Not Disturb: Off, Update

Phone Restriction: Update

Estimate Call Charge:

Dial Number	Time of day	Duration (min)
	3:35 PM	1

Estimate

Voice Messages: Voicemail messages count cannot be retrieved at this point. Clear Light

Text Messages: Message Light is: -OFF- Clear Light

-type message- Create New Message

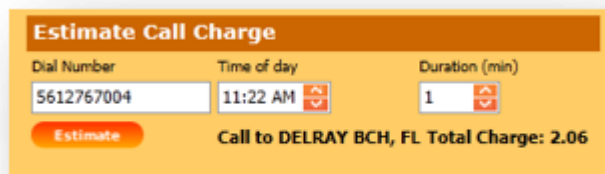
Date Time Message

No data to display

Text Wakeup

Share Screen

1. In the estimate call charge section, enter the telephone number that will be dialed (without dashes or spaces), the duration in minutes, and the time of day the call will be made.
2. For international calls, enter the international dialing prefix (such as "00" or "011"), the country calling code then the telephone number. For example: A call from the USA to London, England would be entered as: 01144780111111.
3. Click the Estimate. The call location and total charge will appear to the right of the estimate button:



Estimate Call Charge

Dial Number	Time of day	Duration (min)
5612767004	11:22 AM	1

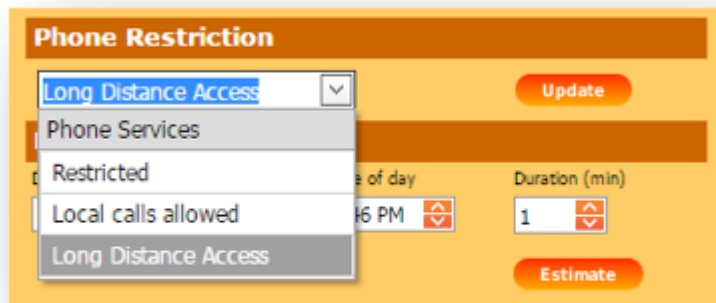
Estimate **Call to DELRAY BCH, FL Total Charge: 2.06**

11 Change Phone Restriction (class of service)

Phone restriction is most often used when a guest is paying cash and the hotel prefers to block long distance or outgoing calls. If the PMS is down, a guest's phone can be restricted using the hospitality portal.

To change the phone restriction status of the guest room using the hospitality portal open the guest detail page for the guest in question.

1. On the guest details page, access the drop down under the heading Phone restriction and all the class of service options configured for the property will appear:



Phone Restriction

Long Distance Access (selected) **Update**

Phone Services

Restricted

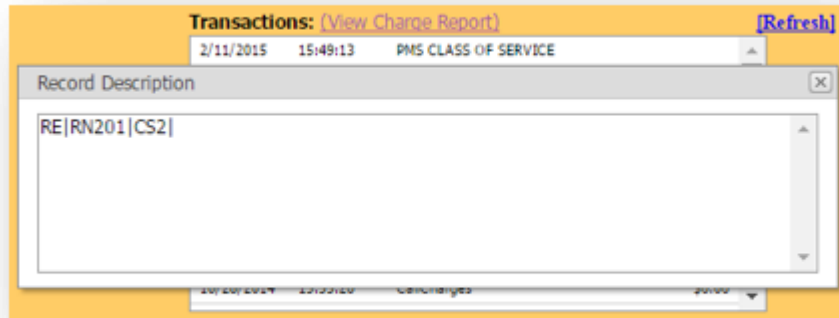
Local calls allowed

Long Distance Access

Time of day: 6 PM Duration (min): 1 **Estimate**

Note: The class of service categories available in the drop down vary depending on the property's setup.

2. Use the drop down to select the correct class of service and click Update. A record will be sent to the PBX and the new Class of Service setting will be applied.
3. Service record under transactions in the upper right portion of the guest details screen:



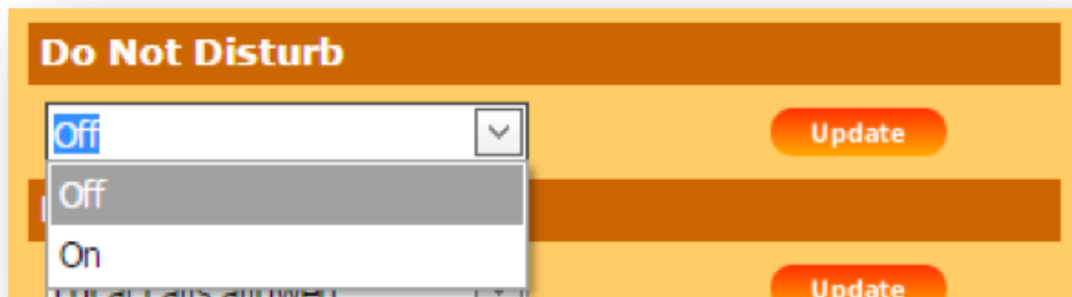
12 Do Not Disturb

When a guest is checked in through either the PMS or the hospitality portal, the do not disturb status is automatically set to "Off" by default.

- If the guest requests not to be disturbed and Do Not Disturb is turned on in the PMS, hospitality portal will receive this information and set the PBX accordingly.
 - When do not disturb is on, all future calls go directly to the voice mail system.
 - If the PMS is unable to send hospitality portal a notification to turn the Do Not Disturb either on or off, the Do Not disturb status can be changed using the hospitality portal

To change the do not disturb status of the guest room using the hospitality portal open the guest detail page for the guest in question.

1. On the guest details page, access the drop down under the heading Do Not Disturb:



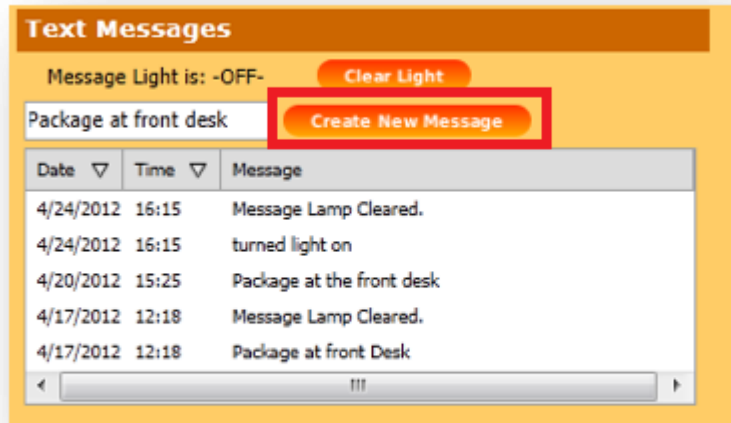
2. Select the correct status and click Update. A record will be sent to the PBX and the new do not disturb setting will be applied.

13 Text Message Waiting Light

The front desk can create a text message using the portal for the guest. The information is sent to the Voice mail or PBX and the message light is turned on. The guest in the room will see the phone light on and will call the front desk to retrieve the message. Once the text message has been provided to the guest, the front desk staff should clear the light using the clear light button on the portal which will send the message to the voice mail or PBX to clear the light on the phone.

14 Create Text Message

To create a text message in the hospitality portal and turn on the message waiting light open the guest detail page. On the guest details page, type a message into the message box under the heading Text Messages and click Create New Message. The message light indicator on the portal will change from "-OFF-" to "-ON-":



Text Messages

Message Light is: -OFF- Clear Light

Package at front desk Create New Message

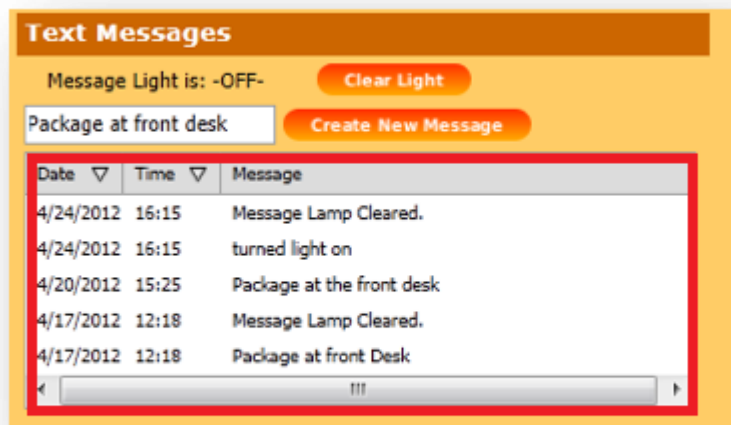
Date ▾	Time ▾	Message
4/24/2012	16:15	Message Lamp Cleared.
4/24/2012	16:15	turned light on
4/20/2012	15:25	Package at the front desk
4/17/2012	12:18	Message Lamp Cleared.
4/17/2012	12:18	Package at front Desk

A record will be sent to the PBX and the message waiting light will be turned on.

15 View Text Message

To view a message and turn the message waiting light off on the guest room phone open the Guest Detail page and view the messages listed under the heading text Messages.

Click on clear light to turn off the message waiting light once the guest has been informed off the messages. A message will be sent to the PBX to turn off the light and the Message Light indicator in the portal will change from "-ON-" to "-OFF-".



Text Messages

Message Light is: -OFF- Clear Light

Package at front desk Create New Message

Date ▾	Time ▾	Message
4/24/2012	16:15	Message Lamp Cleared.
4/24/2012	16:15	turned light on
4/20/2012	15:25	Package at the front desk
4/17/2012	12:18	Message Lamp Cleared.
4/17/2012	12:18	Package at front Desk

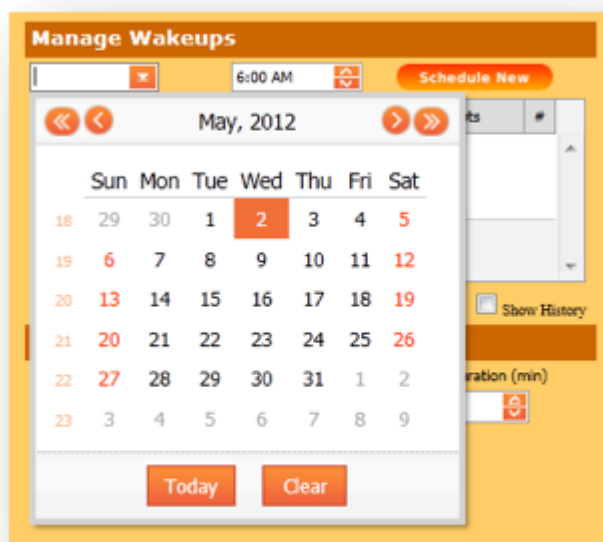
16 Manage Wakeups

The hospitality portal provides the ability to view and manage wakeup requests for the guest room.

Scheduling wakeups

To set a wakeup call for a guest room using the Hospitality portal open the guest details page.

1. Under the heading manage wakeups, click on the empty drop down box. A pop-up calendar will appear:



2. Select the date for the wakeup call from the pop up calendar.
3. Next, move to the time selection box. Select the time of the wakeup call using the up and down arrows or type in the time using the keyboard. If using the arrow keys, use the mouse to move the cursor from the hours to the minutes to the AM/PM fields in the time box before clicking on the arrows:

Manage Wakeups

5/2/2012 6:00 AM [Schedule New](#)

Date	Time	Status	Attempts	#
No data to display				

[Test Wakeup](#) ☐ [Show History](#)

- After scheduling a wakeup call, a record will be sent to the PBX when it is time for the wakeup call to notify the guest.

Canceling wakeups

To cancel a wakeup call for a guest room using the hospitality portal open the guest detail page for the guest in question. On the guest details page under the heading Manage wakeups find the wakeup call that should be canceled.

Click on the red X and the wakeup that was scheduled will be cancelled.

Manage Wakeups

6:00 AM [Schedule New](#)

Date	Time	Status	Attempts	#
5/2/2012	03:21 PM	Answered	2	
5/2/2012	08:00 PM	Scheduled	0	X

[Test Wakeup](#) ☐ [Show History](#)

Wakeup details

To view the details related to any wakeup call for a guest room using the hospitality portal go to the guest detail page for the guest in question. On the guest details page, under the heading manage wakeups, click the + sign next to the wakeup call to be investigate.

All the records and activity related to the wakeup calls will appear including:

- When the call was scheduled
- What time the call was scheduled for
- Who scheduled the call
- When the call took place
- The number of times the system has attempted to call the guest if the guest did not answer

The status of the wakeup call attempt include:

- Answered > If the guest answered the call
- Snoozed > If the guest answered the call and chose to snooze
- Failed > If the guest did not answer after all retry attempts have been made
- Cancelled > If the call was cancelled before it took place
- Auto Cancelled > If there was a problem with the system and the call could not be placed

Manage Wakeups

6:00 AM

Schedule New

	Date	Time	Status	Attempts	#
	4/21/2012	06:00 AM	Cancelled	0	

Last Action	Time	Date	User
Scheduled	03:36:53 PM	4/20/2012	Portal

Test Wakeup

Show History

Estimate Call Charge

Manage Wakeups

6:00 AM

Schedule New

	Date	Time	Status	Attempts	#

Last Action	Time	Date	User
Scheduled	03:36:53 PM	4/20/2012	Portal
Cancelled	03:49:48 PM	4/20/2012	sdd

Test Wakeup

Show History

Wakeup call history

To view the history of wakeup calls for a guest room using the hospitality portal go to the guest detail page. On the guest Details page, under the heading manage wakeups, check the box entitled Show history.

Manage Wakeups

6:30 PM

Schedule New

	Date	Time	Status	Attempts	#
+	4/4/2012	03:25 PM	Answered	1	
+	4/4/2012	09:56 AM	Answered	2	
+	4/9/2012	03:33 PM	Answered	1	
+	4/9/2012	03:37 PM	Answered	2	
+	4/9/2012	11:50 AM	Failed	3	

Test Wakeup

☒ Show History

A list of all wakeup calls for this guest will appear in the grid.

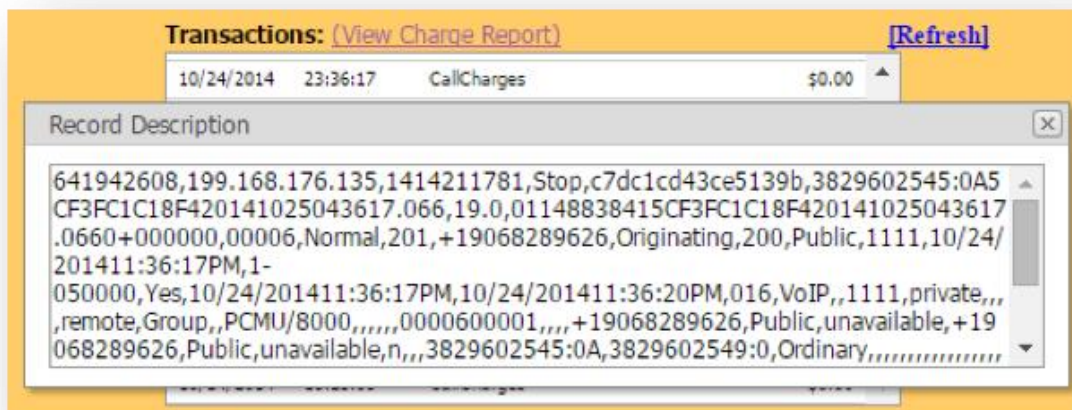
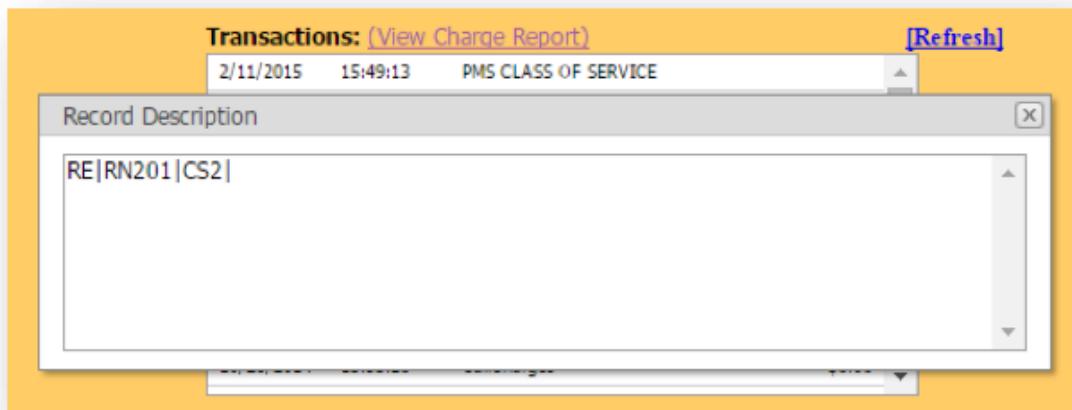
Transactions history

The transaction box displays descriptions of all the transactions that have occurred. Transactions include any updates such as room status, call charges, phone restriction, do not disturb, mini bar charges etc.

Transactions: [View Charge Report](#)

4/20/2012	15:36:52	PMS WAKEUP-SCHEDULE	
4/20/2012	15:25:30	PMS MESSAGE LIGHT	
4/20/2012	14:51:52	PMS DO NOT DISTURB	
4/20/2012	14:51:19	PMS DO NOT DISTURB	
4/20/2012	11:55:02	PMS CLASS OF SERVICE	
4/19/2012	14:16:30	CallCharges	\$0.00
4/19/2012	14:15:54	PMS WAKEUP-SCHEDULE	
4/19/2012	13:28:13	CallCharges	\$0.00
4/18/2012	15:58:58	CallCharges	\$0.00

To view detailed records of any transaction, right click on the record and a detail record will appear in a new pop up window:



17 View Charge Report

The portal provides a detailed list of all the call charges and mini bar charges made to the room.

1. To view the charge report open the guest detail page for the guest in question.
2. On the guest details page, click on View Charge Report in the upper right hand corner next to transactions:

Transactions: (View Charge Report)				[Refresh]
10/24/2014	23:36:17	CallCharges	\$0.00	▲ ▼
10/24/2014	23:36:02	CallCharges	\$0.00	
10/24/2014	23:20:00	CallCharges	\$0.00	
10/24/2014	23:17:53	CallCharges	\$0.00	
10/24/2014	23:08:13	CallCharges	\$0.00	
10/17/2014	09:36:23	CallCharges	\$0.00	
10/14/2014	19:06:49	CallCharges	\$0.00	
10/14/2014	18:13:39	CallCharges	\$0.00	
10/14/2014	18:13:08	CallCharges	\$0.00	

The report will open with the charge summary. The charges will be rolled up by charge type.

- To see the detail of the charges, click on the + sign next to the charge type. The detail of the charges will be displayed:

Charge Type	Charge		Tax		Total Charge			
CallCharges	\$0.00		\$0.00		\$0.00			
Charge Type	Charge Date	Charge Time	Duration	Destination	Digits Dialed	Charge	Tax	Total Charge
CallCharges	4/14/2012	21:05:42	00:00:36		118	\$0.00	\$0.00	\$0.00
CallCharges	4/14/2012	23:26:38	00:04:54	1-800 Call,	8002158262	\$0.00	\$0.00	\$0.00
CallCharges	4/15/2012	07:12:46	00:00:55	1-800 Call,	8002158262	\$0.00	\$0.00	\$0.00
CallCharges	4/15/2012	07:18:51	00:01:10	1-800 Call,	8002158262	\$0.00	\$0.00	\$0.00
CallCharges	4/15/2012	07:27:40	00:00:20	IRON MT ,MI	19068289653	\$0.00	\$0.00	\$0.00
CallCharges	4/16/2012	06:16:54	00:07:37	1-800 Call,	8002158262	\$0.00	\$0.00	\$0.00
CallCharges	4/16/2012	06:58:42	00:00:21	IRON MT ,MI	19068289653	\$0.00	\$0.00	\$0.00
CallCharges	4/16/2012	07:10:13	00:00:03	IRON MT ,MI	19068289653	\$0.00	\$0.00	\$0.00
CallCharges	4/16/2012	07:10:54	00:00:04	IRON MT ,MI	19068289653	\$0.00	\$0.00	\$0.00
CallCharges	4/17/2012	06:17:14	00:03:08	1-800 Call,	8002158262	\$0.00	\$0.00	\$0.00
CallCharges	4/19/2012	06:49:26	00:00:59	1-800 Call,	8002158262	\$0.00	\$0.00	\$0.00
CallCharges	4/19/2012	07:01:07	00:03:01	1-800 Call,	8002158262	\$0.00	\$0.00	\$0.00
CallCharges	4/20/2012	07:43:35	00:00:22		132	\$0.00	\$0.00	\$0.00
						\$0.00		

- To exit the charge report, click on the X in the upper right corner.

18 Wakeup Call Report

The Portal provides a detailed report of all the wakeup call activity for a selected property by day. To view and/or export a report of all the wakeup activity that has taken place at a property for a given day from the Main Reservations screen:

1. Click on the Wakeup Report link:

The screenshot shows the Jazz Fusion SDD, Inc. Guest Service Personalization portal. The top navigation bar includes links for 'Welcome SDD Technical Support', 'Wakeup Report' (highlighted with a red rectangle), 'Configuration', and 'Logout'. Below the navigation bar is a 'Locate Reservation' section with search filters. The 'Select Property:' dropdown menu is set to '998-Property'. The 'Select MODE:' dropdown menu is set to 'Reservation'. The 'Search' button is visible. Below the search filters is a table with columns: #, Room, Wing, First Name, Last Name, Check In, Check Out, Room Status, Guest Status, and Property. The table is currently empty.

2. Select the name of the property from the dropdown menu similarly to how you would when selecting your property at the main reservations screen.
3. Then click on the dropdown menu next to the date to get a calendar pop-up screen and select a date:

Property: 998-Property **Date:** 5/2/2012 **Run Report**

Room	First Name
219	TANYA
219	TANYA
600	Ron
600	Ron
600	Ron
600	Ron

May, 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
18	29	30	1	2	3	4
19	6	7	8	9	10	11
20	13	14	15	16	17	18
21	20	21	22	23	24	25
22	27	28	29	30	31	1
23	3	4	5	6	7	8

Today Clear

4. Then click on Run Report and a report will be generated showing all of the wakeup call details for the property:

Wakeup report

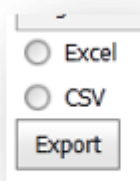
Property: 998-Property **Date:** 4/19/2012 **Run Report**

Room	First Name	Last Name	#Attempts	Wakeup Date	Wakeup Time	Activation Date	Activation Time	WakeUp Status	Originator
118	Neil	Sieglaff	1	4/19/2012	06:00:00	4/19/2012	05:59:35	ANSWERED	Portal
118	Neil	Sieglaff	1	4/19/2012	06:00:00	4/18/2012	12:04:03	Scheduled	Portal
123	RICHARD	BOWMAN	3	4/19/2012	06:32:00	4/19/2012	06:29:37	NO ANSWER	Portal
123	RICHARD	BOWMAN	3	4/19/2012	06:32:00	4/18/2012	18:31:27	Scheduled	Portal
205	Brian	Hunter	1	4/19/2012	06:30:00	4/19/2012	06:29:39	ANSWERED	Portal
205	Brian	Hunter	0	4/19/2012	06:45:00	4/19/2012	01:14:10	Cancelled	Portal
205	Brian	Hunter	1	4/19/2012	06:30:00	4/19/2012	01:13:56	Scheduled	Portal
205	Brian	Hunter	0	4/19/2012	06:45:00	4/18/2012	22:34:13	Scheduled	Portal
210	MICHAEL	BANACH	2	4/19/2012	05:31:00	4/19/2012	05:30:36	ANSWERED	Portal
210	MICHAEL	BANACH	2	4/19/2012	05:31:00	4/19/2012	05:29:42	NO ANSWER	Portal
210	MICHAEL	BANACH	2	4/19/2012	05:31:00	4/18/2012	12:05:13	Scheduled	Portal
215	BRADLEY	RUNGE	0	4/19/2012	05:00:00	4/19/2012	05:15:02	autocancel	Portal
215	BRADLEY	RUNGE	0	4/19/2012	05:00:00	4/18/2012	17:45:03	Scheduled	Portal
235	ERIC	BUSSIÈRE	1	4/19/2012	05:00:00	4/19/2012	04:59:33	ANSWERED	Portal
235	ERIC	BUSSIÈRE	1	4/19/2012	05:00:00	4/18/2012	17:46:38	Scheduled	Portal

Page 1 of 2 (19 items) [1] 2 >

☐ Excel
☐ CSV

5. To sort the report on any heading, simply click on the heading.
6. To filter the report find a particular record(s) in the report, enter the room number, first name, or last name into the filter boxes just below the column headers and hit Enter or the Tab key. To remove the filter, clear the filter box and hit Enter or the Tab key.
7. To export the report to CSV or Excel, select the appropriate radio button on the lower left hand corner of the report and click Export.



19 Wakeup Report Definitions/fields

The report contains the following fields and definitions:

Fields	Meaning
Wakeup date & wakeup time	The date and time when the wakeup call is scheduled to occur.
Activation date & activation time	The date and time that some activity took place related to the scheduled wakeup call. The status field indicates what activity took place.
# of Attempts	The number of wakeup calls that were placed in an effort to reach the guest. If a wakeup call is not answered, the PBX will try again after a specified amount of minutes. The number of minutes in between tries is configurable. The system will continue to retry up to the number of retries that have been configured.

Wakeup status	<p>The wakeup related activity that generated the record.</p> <p>Scheduled > A wakeup call was scheduled either through the guest phone, through the portal, or through a record received from the PMS.</p> <p>Answered > A wakeup call was placed and the guest answered.</p> <p>Snoozed > A wakeup call was placed, the guest answered the call and chose to snooze.</p> <p>No answer > A wakeup call was placed, but the guest did not answer after all retry attempts were made.</p> <p>Cancelled > A scheduled wakeup call was cancelled before it took place.</p> <p>Auto cancelled > There was a problem with the system and the scheduled wakeup call could not be placed.</p>
Operator	The source that originated the activity. The originator may be a person or a system.

20 Wakeup Call Engine Configuration

The Wake Call Engine has several settings that can be adjusted in order to suit the needs of the property. Please contact BroadSoft to have the wakeup call engine settings changed.

Setting	Purpose	Default value
Property identifier	Indicate which property is being configured.	
Hospitality wakeup	Enable the hospitality wakeup call system	Yes
Time format	Setup the time format for the wakeup call engine	HHMMSS
Date format	Setup the date format for the wakeup call engine	MMDDYYYY

Auto cancellation On/Off	Turn the auto cancellation feature described below On/Off	Yes (On)
Auto cancellation time limit	Setup the number of minutes to allow before automatically cancelling a wakeup call that could not be placed for any reason (such as a down connection)	15 Minutes
Number of retries	Indicate the number of times the wakeup call engine should attempt to call the guest in the event that the guest does not answer	3
Retry time interval	Indicate the number of minutes between retry attempts when a guest does not answer a wakeup call	1 minute
Email alert	Enable the email alerts that indicate when a guest failed to answer a wakeup call or when a wakeup call could not be placed	Yes
Email addresses for alerts	Indicate the email(s) address(es) to receive email alerts for failed wakeup calls	No email addresses
Extensions to receive phone alerts	Indicate the hotel phone extensions to receive automated alerts when a wakeup call was unanswered or could not be placed	No phone extensions
Snooze time	Indicate the number of minutes to wait before ringing the phone again	10 minutes

	after the guest has hit a key to snooze	
Audio file location	Specify the location of the wakeup call wav files.	

21 Interactive Voice Recording System

Hospitality portal has interactive voice records (IVR's) that are used for the room status updates and automated wakeup calls, and mini-bar; see below for further details of each IVR.

Hospitality Portal Room Status

The hospitality portal room status functionality allows the housekeeping staff to use the phone system within the guest room to report the physical condition of the room back to the PMS and to the hospitality portal.

To access the hospitality portal room status functionality from the guest room:

1. Dial the room status access code Ext 8003 from the guest room phone.
2. An IVR will request the status of the room followed by #:
3. Enter room status (Example values below - can vary by PMS/Property)
 - 1 = Vacant ready
 - 2 = Vacant clean
 - 3 = Vacant dirty
 - 4 = Occupied clean
 - 5 = Occupied dirty
 - 6 = Maid in room

Expanded functionality (with login):

The room status IVR also has the ability to require each housekeeping staff to log in prior to changing the status of a room. This will be done as follows:

1. Dial the room status access code (for example, *01) from the guest room phone.
2. A series of Interactive Voice Recordings (IVR's) will request information

Use the keypad on the phone to reply with the following:

3. Language preference: (example)
 - 1 = English
 - 2 = Spanish
4. Employee ID and #
5. PIN number and #
6. Room status (example values below) followed by the # (see further details*)
 - 1 = Vacant ready
 - 2 = Vacant clean
 - 3 = Vacant dirty
 - 4 = Occupied clean
 - 5 = Occupied dirty
 - 6 = Maid in room
7. Confirm selection
 - 1 = Correct
 - 2 = Incorrect

In the event that an invalid response is entered, the IVR will request another response. The IVR will read back the description matching the code that has been entered and request verification of the status before disconnecting.

Note: Upon installation, BroadSoft will setup the room status values to match the values recognized by the PMS and PBX. To have the values changed, please contact Support.

22 Hospitality Portal Mini Bar

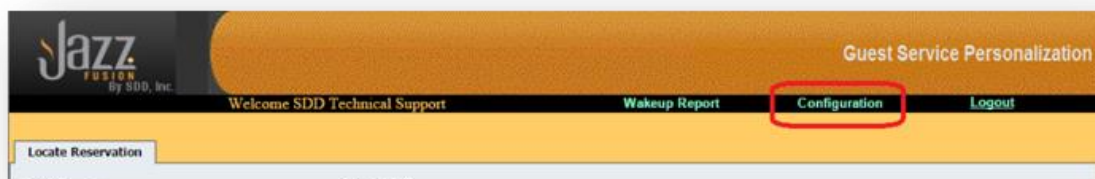
The hospitality portal Room Status functionality allows the housekeeping staff to use the phone system within the guest room to record the mini bar items that have been consumed by the guest. The information is processed by hospitality portal according to the pricing already setup in hospitality portal and the quantities entered by the housekeeping staff. Hospitality portal then sends a posting record to the PMS and records the transaction in the hospitality portal.

To access the hospitality portal mini bar functionality from the guest room:

1. Dial Ext 8001 from the guest room phone. See note below.* A series of interactive voice recordings (IVR's) will request information Use the keypad on the phone to reply with the following prompts:
2. Language preference:
 - 1 = English
 - 2 = Spanish
3. Employee ID and #
4. PIN number and #
5. Mini bar item code and # (see below*)
6. Confirm selection:
 - 1 = Correct
 - 2 = Incorrect
7. Mini bar item quantity consumed and #
8. Confirm selection:
 - 1 = Correct
 - 2 = Incorrect
9. Continue with another item:
 - 1 = Enter another mini bar item
 - 2 = End of mini bar items

In the event that an invalid response is entered, the IVR will request another response. The IVR will read back the description matching the code that has been entered and request verification of the status before disconnecting.

To see what mini bar items are currently configured, go to the hospitality portal and click on Configuration. In the configuration screen, select the property and click Search. If configuration is not an option on the reservation screen, check to see if the user id accessing the screen has permission to view and modify the configuration.



Under configuration select your property and click Search, the mini-bar items will display:

Configuration

Property:

998-Property

 Mode:

Minibar Items

Search

Mini Bar Items

	Item Number	Rate	Available Quantity	Name	Revenue Type	Revenue Center	Description	Wave file location
Edit New	333	2.25	25	Scotch	1	1	Scotch	c:\files\test.wav
Edit New	444	2.25	29	Whiskey	1	1	Whiskey	c:\temp\test.wav
Edit New	555	3.25	100	Water	2	3	Water	c:\audio\temp.wav
Edit New	666	1.25	100	Coke	1	1	Coke	c:\audio\das.wav
Edit New	111	2.50	13	Potato Chips	1	2	Potato Chips	c:\audio\test.wav
Edit New	222	3.75	12	M & M's	1	1	M & M's	c:\audio\test2.wav
Edit New	777	2.25	45	Peanuts	1	1	Peanuts	c:\test\audio7.wav
Edit New	888	15.00	20	Red Wine	ABC	ABC	Red Wine	c:\audio\redwine.wav
Edit New	999	15.00	25	White Wine	ABC	ABC	White Wine	c:\temp\White_wine
Edit New	123	5.00	100	Ginger Ale	2	2	Canada Dry Ginger Ale	c:\file.wav

23 Hospitality Portal Wakeup Calls

The guest has the ability to schedule or cancel his/her own wakeup call using the guest room phone. Typically, most hotels will configure a speed dial button on the guest phone that accesses the wakeup call system. BroadSoft can work with the PBX vendor to configure the wakeup call functionality to point to any extension.

To access the hospitality portal wakeup call functionality from Phone:

1. Dial Ext 8002 from the guest room phone. (Generally this is a preprogrammed button on the phone)

A series of interactive voice recordings (IVR's) will request information from the guest. The guest should use the keypad on the phone to reply with the following:

Wakeup IVR prompts for wakeup scheduling

1. Schedule for wakeup

- 1 = Schedule for today
 - 2 = Schedule for tomorrow
 - 3 = Schedule for remainder of stay
 - 4 = Cancel all wakeups
2. Time for wakeup in four digit format
- e.g. 2:00 o'clock = 0200 #
3. 3) AM/PM Selection
- 1 = AM
 - 2 = PM
4. Confirm Selection
- 1 = Correct
 - 2 = Incorrect