



FRONT DESK USER GUIDE

VERSION 1.0

FRONT DESK USER GUIDE JANARISS 1.0 HOSPITALITY MANAGEMENT SYSTEM

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INTRODUCTION

Welcome to your new Janariss Hospitality Management System. Janariss is a next generation hospitality integrated application that works with your Cisco Unified Call Manager (CUCM) IP based telephone system.

Janariss provides a wide range of user functionalities that include voicemail, auto attendant, long distance billing, wake-up calls, housekeeping status, and a host of other advanced functionalities. This system interfaces with your telephone system; as well as interfaces with your hotel property management systems (PMS) to provide a powerful and fully integrated hospitality solution.

This manual contains information that is specific to Front Desk Users. More specifically, a Front Desk User is a user who typically works at a Hospitality Front Desk and needs to interface with the system for administrative purposes.

OVERVIEW OF USER GUIDE

This User Guide will assist you in getting started. Topics that will be covered will include "How Do I"...

1. Log into Janariss
2. Find Guest Records
3. Schedule Wakeup Calls
4. Access Reports

With Janariss you can manage your lodging facility and maximize your guests' experience.

So let's get started!



**Look for this icon for
HOW TO instructions**

1. MAIN PAGE



1. When accessing the Janariss Hospitality Management System as a Front Desk User, you will be presented with the login page.
2. At the main login page you will need the proper credentials including a **User Name** and **Password** to access the system.

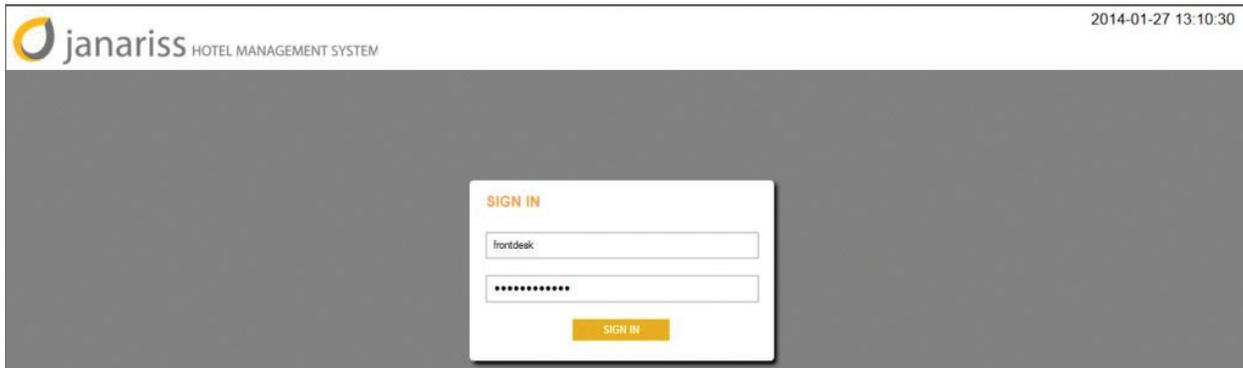


Figure 1: Log In Page

2. ROOM STATUS PAGE



1. Now that you entered the system, you will be presented with the **Room Status** page. This is the **Home Page** or **Main Dashboard** of the Janariss system. You can return to this page on any screen page by clicking on the Janariss logo at the top left (see Figure 1).
2. The **Room Status** page lists all of the rooms on the property listed in order by room number. Here is some of the information included by room number.

- a. **Extension** – this is the phone number associated with the room.
- b. **Guest Name** – this allows you to see the name of the guest that is currently checked into the room (if there is no guest name, this indicates that the room is unoccupied).
- c. **Phone Access Status** – determines the types of calls the guest is allowed to make. Possible types of calls include: **Local, LD** or long distance, and **INTL** or international. The Front Desk User can change the type of phone access the guest is authorized to make. Changes may take up to one minute to take affect.

Note all guests will, by default, have local phone call access authorized; this is indicated by a green dot under Local. If a guest requests to be able to make or restrict **LD** or **INTL** calls, the front desk can switch this to ON or OFF.

- d. **Messages** – the Front Desk Users can check, by room, how many messages are stored in the voicemail system.

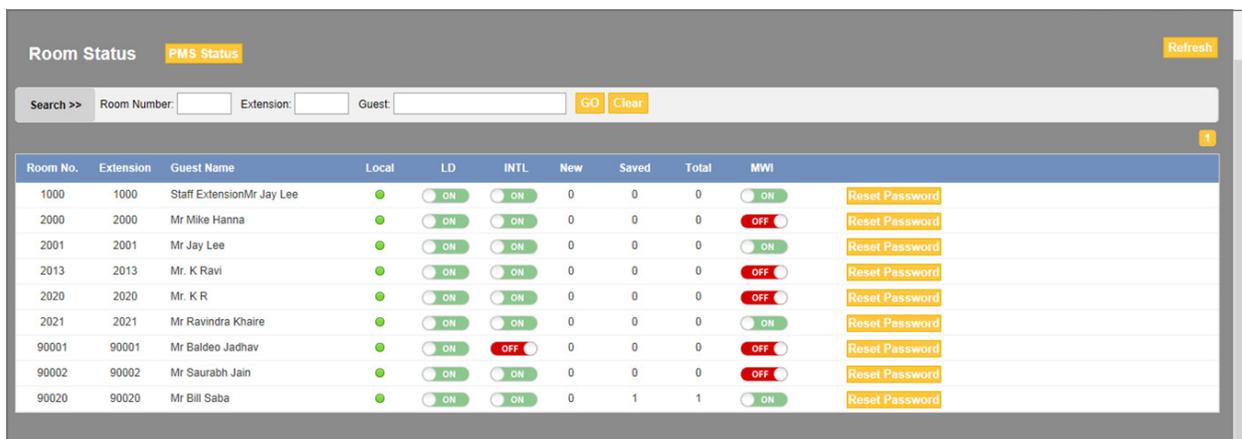


NEW represents the number of voicemail messages received that have not been heard by the guest.

SAVED represents the number of voicemail messages heard by the guest but not erased from the voicemail system.

TOTAL represents both saved and new messages stored in the voicemail system for that rooms phone extension.

The **MWI** or Message Waiting Indicator lets a guest know that a message is waiting for them in the voicemail system. Also, there is the Reset Password button that allows the front desk user to reset the voicemail password for checked-in rooms.



Room No.	Extension	Guest Name	Local	LD	INTL	New	Saved	Total	MWI	
1000	1000	Staff Extension Mr Jay Lee	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	0	0	0	<input checked="" type="radio"/>	Reset Password
2000	2000	Mr Mike Hanna	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	0	0	0	<input type="radio"/>	Reset Password
2001	2001	Mr Jay Lee	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	0	0	0	<input checked="" type="radio"/>	Reset Password
2013	2013	Mr. K Ravi	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	0	0	0	<input type="radio"/>	Reset Password
2020	2020	Mr. K R	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	0	0	0	<input type="radio"/>	Reset Password
2021	2021	Mr Ravindra Khaire	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	0	0	0	<input checked="" type="radio"/>	Reset Password
90001	90001	Mr Baldeo Jadhav	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	0	0	0	<input type="radio"/>	Reset Password
90002	90002	Mr Saurabh Jain	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	0	0	0	<input type="radio"/>	Reset Password
90020	90020	Mr Bill Saba	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	0	1	1	<input checked="" type="radio"/>	Reset Password

Figure 2: Room Status Page

3. PROPERTY MANAGEMENT SYSTEM (PMS) STATUS

The Property Management System (**PMS**) interface status can be verified by the user by placing his cursor over the **PMS** button. A “pop out” box will appear indicating green (or **UP**) when the system has connectivity to the **PMS**. In the figure below, the PMS status shows red (or **DOWN**) indicating that the system is not connected.



Figure 3: PMS Status

4. FINDING GUEST RECORDS



The **Room Status** page also allows Front Desk Users to **SEARCH** by **Room Number, Phone Extension** or **Guest Name**. The user can find a particular guest record by using the **Room Number, Extension Number** or the partial **Guest Name** fields and clicking on **GO**. The user can also sort the records by clicking on **Room Number** or **Extension** field names.

For viewing the complete list of records at any time, the user will need to click the **“GO”** button while all the search fields are empty. Please refer to the sample screens below:



Figure 4: Search by Room Number

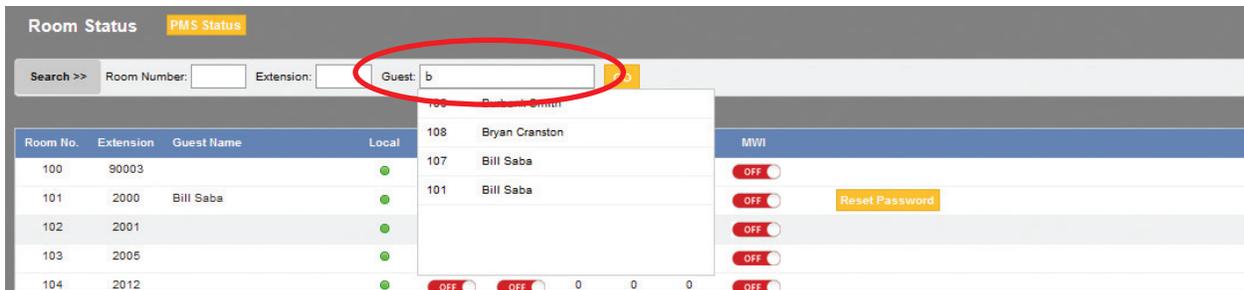


Figure 5: Search by partial Guest Name

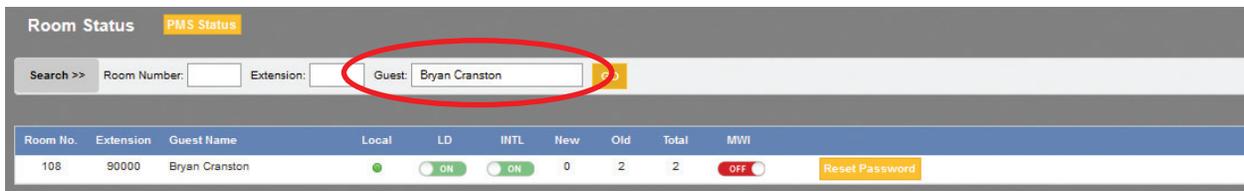
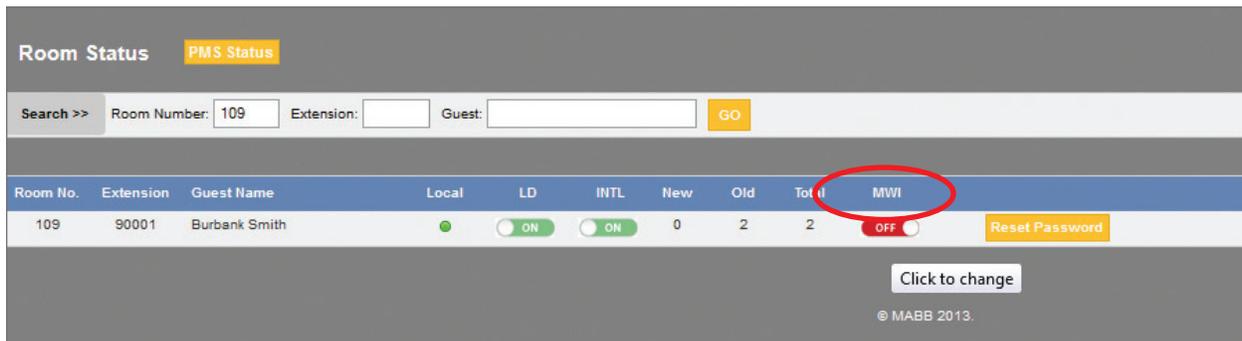


Figure 6: Search by Guest Name

5. MESSAGE WAITING INDICATOR



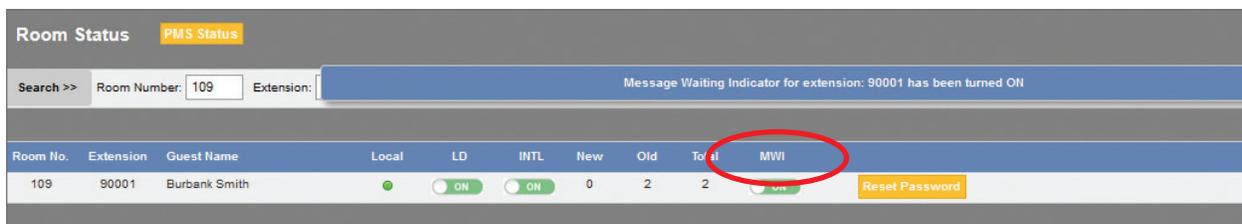
The guest room or administrative phone is equipped with a **Message Waiting Indicator** light when a voicemail message has been left for that extension. The **Message Waiting Indicator (MWI)** can be toggled **ON** or **OFF** by the Front Desk User for any room or extension record. Note: Toggling the MWI only turns on or off the indicator light only on guest room telephone.



The screenshot shows the 'Room Status' interface with a search bar containing 'Room Number: 109'. Below the search bar is a table with columns: Room No., Extension, Guest Name, Local, LD, INTL, New, Old, Total, MWI, and a 'Reset Password' button. The row for Room No. 109 shows 'Burbank Smith' as the guest name, and the MWI column has a red 'OFF' indicator. A red circle highlights the MWI column header and the 'OFF' indicator. Below the table is a 'Click to change' button and a copyright notice '© MABB 2013'.

Room No.	Extension	Guest Name	Local	LD	INTL	New	Old	Total	MWI	Reset Password
109	90001	Burbank Smith	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	2	2	OFF	Reset Password

Figure 7: Message Waiting Indicator OFF



The screenshot shows the 'Room Status' interface with a search bar containing 'Room Number: 109'. A message banner above the table reads 'Message Waiting Indicator for extension: 90001 has been turned ON'. The table below has the same columns as Figure 7, but the MWI column now shows a green 'ON' indicator. A red circle highlights the MWI column header and the 'ON' indicator. Below the table is a 'Reset Password' button.

Room No.	Extension	Guest Name	Local	LD	INTL	New	Old	Total	MWI	Reset Password
109	90001	Burbank Smith	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	2	2	ON	Reset Password

Figure 8: Message Waiting Indicator ON

6. GUEST TELEPHONE ACCESS PERMISSIONS



The Front Desk User can also restrict or allow the telephone access of guest rooms by clicking on individual **Long Distance (LD)** or **International (INTL)** buttons. By default, a guest is given full permission to make any type of call (including International dialing), but if needed the access can be reduced to **LD** or to just local dialing. Note: Disabling long distance also disables international calls.

The sample status changes have been illustrated below to change phone permissions for Room 108 or Extension 90000. Also illustrated are the temporary status messages for every phone permission.

105	2013	Ravindra Khaire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	8	8	<input type="checkbox"/>	Reset Password
106	90020		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	
107	99999	Bill Saba	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	2	2	<input type="checkbox"/>	Reset Password
108	90000	Bryan Cranston	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	2	2	<input type="checkbox"/>	Reset Password
109	90001	Burbank Smith	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	2	2	<input type="checkbox"/>	Reset Password
110	90002		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	
2021	2021		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	

Figure 9a: Sample status for Room No. 108

101	2000	Bill Saba	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	3	3	<input type="checkbox"/>	Reset Password
102	2001		Long Distance/International Dialing for extension: 90000 have been turned OFF							
103	2005		Long Distance/International Dialing for extension: 90000 have been turned OFF							
104	2012		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	
105	2013	Ravindra Khaire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	8	8	<input type="checkbox"/>	Reset Password
106	90020		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	
107	99999	Bill Saba	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	2	2	<input type="checkbox"/>	Reset Password
108	90000	Bryan Cranston	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	2	2	<input type="checkbox"/>	Reset Password
109	90001	Burbank Smith	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	2	2	<input type="checkbox"/>	Reset Password
110	90002		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	

Figure 9b: Toggle Long Distance (LD) switch to OFF (Denies access to both LD and INTL)

104	2012		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	
105	2013	Ravindra Khaire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	8	8	<input type="checkbox"/>	Reset Password
106	90020		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	
107	99999	Bill Saba	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	2	2	<input type="checkbox"/>	Reset Password
108	90000	Bryan Cranston	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	2	2	<input type="checkbox"/>	Reset Password
109	90001	Burbank Smith	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	2	2	<input type="checkbox"/>	Reset Password
110	90002		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	
2021	2021		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	

Figure 9c: Toggle Long Distance (LD) switch to OFF (Denies access to both LD and INTL)

Extension	Name	INTL	LD	Other	Reset Password				
International/Long Distance Dialing for extension: 90000 have been turned ON									
102	2001	OFF	OFF	0	0	0	OFF		
103	2005	OFF	OFF	0	0	0	OFF		
104	2012	OFF	OFF	0	0	0	OFF		
105	2013	Ravindra Khaire	OFF	OFF	0	8	8	OFF	Reset Password
106	90020	OFF	OFF	0	0	0	OFF		
107	99999	Bill Saba	ON	ON	0	2	2	OFF	Reset Password
108	90000	Bryan Cranston	ON	ON	0	2	2	ON	Reset Password
109	90001	Burbank Smith	ON	ON	0	2	2	ON	Reset Password

Figure 9d: Toggle International (INTL) switch to ON (Adds access to both INTL and LD)

Extension	Name	INTL	LD	Other	Reset Password				
International Dialing for extension: 90000 has been turned OFF									
102	2001	OFF	OFF	0	0	0	OFF		
103	2005	OFF	OFF	0	0	0	OFF		
104	2012	OFF	OFF	0	0	0	OFF		
105	2013	Ravindra Khaire	OFF	OFF	0	8	8	OFF	Reset Password
106	90020	OFF	OFF	0	0	0	OFF		
107	99999	Bill Saba	ON	ON	0	2	2	OFF	Reset Password
108	90000	Bryan Cranston	ON	OFF	0	2	2	ON	Reset Password
109	90001	Burbank Smith	ON	ON	0	2	2	ON	Reset Password
110	90002	OFF	OFF	0	0	0	OFF		

Figure 9e: Toggle International (INTL) switch to OFF (Denies only INTL access)

Extension	Name	INTL	LD	Other	Reset Password				
Long Distance/International Dialing for extension: 90000 have been turned OFF									
101	2000	Bill Saba	OFF	OFF	0	3	3	OFF	Reset Password
102	2001	OFF	OFF	0	0	0	OFF		
103	2005	OFF	OFF	0	0	0	OFF		
104	2012	OFF	OFF	0	0	0	OFF		
105	2013	Ravindra Khaire	OFF	OFF	0	8	8	OFF	Reset Password
106	90020	OFF	OFF	0	0	0	OFF		
107	99999	Bill Saba	ON	ON	0	2	2	OFF	Reset Password
108	90000	Bryan Cranston	OFF	OFF	0	2	2	ON	Reset Password
109	90001	Burbank Smith	ON	ON	0	2	2	ON	Reset Password
110	90002	OFF	OFF	0	0	0	OFF		

Figure 9f: Toggle Long Distance (LD) to OFF (Denies LD access, INTL already OFF)

Extension	Name	INTL	LD	Other	Reset Password				
Long Distance Dialing for extension: 90000 has been turned ON									
102	2001	OFF	OFF	0	0	0	OFF		
103	2005	OFF	OFF	0	0	0	OFF		
104	2012	OFF	OFF	0	0	0	OFF		
105	2013	Ravindra Khaire	OFF	OFF	0	8	8	OFF	Reset Password
106	90020	OFF	OFF	0	0	0	OFF		
107	99999	Bill Saba	ON	ON	0	2	2	OFF	Reset Password
108	90000	Bryan Cranston	ON	OFF	0	2	2	ON	Reset Password
109	90001	Burbank Smith	ON	ON	0	2	2	ON	Reset Password

Figure 9g: Toggle Long Distance (LD) to ON (Gives LD access only)

7. VOICEMAIL PASSWORDS



The system allows guests to set up voicemail security by establishing a **Personal Identification Number (PIN)**. This increases the security and privacy of voicemail. If the guest is unable to remember the **PIN** he/she has set up in the system, the **PIN** can be reset by the Front Desk User from the room status page. If reset, the voicemail **PIN** defaults to the guest's extension number. Please refer to the example screens (Figures 10 a-c) below to reset voicemail password for room 105, extension 90000.

106	90020		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	
107	99999	Bill Saba	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	2	2	<input type="checkbox"/>	Reset Password
108	90000	Bryan Cranston	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	2	2	<input checked="" type="checkbox"/>	Reset Password
109	90001	Burbank Smith	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	2	2	<input checked="" type="checkbox"/>	Reset Password
110	90002		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	
2021	2021		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	

Figure 10a: Voicemail password reset

103	2005		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	
104	2012		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	
105	2013	Ravindra Khaire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	
106	90020		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	
107	99999	Bill Saba	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	2	2	<input type="checkbox"/>	
108	90000	Bryan Cranston	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	2	2	<input checked="" type="checkbox"/>	Reset Password
109	90001	Burbank Smith	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	2	2	<input checked="" type="checkbox"/>	
110	90002		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	

Figure 10b: Voicemail password reset

102	2001		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	
103	2005		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	
104	2012		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	
105	2013	Ravindra Khaire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	8	8	<input type="checkbox"/>	Reset Password
106	90020		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0	0	0	<input type="checkbox"/>	
107	99999	Bill Saba	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	2	2	<input type="checkbox"/>	Reset Password
108	90000	Bryan Cranston	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	2	2	<input checked="" type="checkbox"/>	Reset Password
109	90001	Burbank Smith	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0	2	2	<input checked="" type="checkbox"/>	Reset Password

Figure 10c: Voicemail password reset

8. REFRESH BUTTON



Clicking the **Refresh** button on the top right hand of the **Room Status** page will immediately reload the page with the latest statuses.

FRONT DESK AND REPORTS

On the main **Room Status** page, there are two options with drop down features that provide additional functions; these are the **Front Desk** and **Reports**.

- Front Desk – this drop down menu takes the Front Desk User to the **Room Status** page which we discussed in addition to the **Wakeup Calls** page.
- Reports – this drop down menu allows you to gather information for **Call Detail Record (CDR)**, **CDR Report-Emergency Calls**, **Wakeup Call** logs, and **Housekeeping Status** logs.

Room No.	Extension	Guest Name	Local	LD	INTL	New	Old	Total	MWI
100	90003		●	OFF	OFF	0	11	11	OFF
101	2000		●	OFF	OFF	0	11	11	OFF
102	2001		●	OFF	OFF	0	11	11	OFF
103	2005		●	OFF	OFF	0	0	0	OFF
104	2012		●	OFF	OFF	0	11	11	OFF
105	2013		●	OFF	OFF	0	11	11	OFF
106	90020	Mr. Nabil Saba	●	ON	ON	0	2	2	ON
107	99999	Bill Saba	●	ON	ON	0	2	2	OFF
108	90000	Mr. Sarvesh Chitko	●	ON	ON	0	0	0	OFF
109	90001		●	OFF	OFF	0	11	11	OFF
110	90002	Major Saurabh Jain	●	ON	ON	0	1	1	OFF
2021	2021	Mr. Ravindra Khaire	●	ON	ON	0	0	0	OFF
2ABC	2002		●	OFF	OFF	0	11	11	OFF
5001	5001	General Joe Johnson	●	ON	ON	0	0	0	ON
5002	5002	Mr Jack Lewis	●	ON	ON	0	0	0	ON
5003	5003	Mr. Jack Jones	●	ON	ON	0	0	0	OFF
5004	5004	Mr. Mickey Mouse	●	ON	ON	0	0	0	OFF

Figure 11: Front Desk and Reports drop down menu

9. WAKEUP CALLS – SCHEDULING



The Front Desk User can schedule wakeup calls for a specific guest, to do this:

- Go to **“Front Desk” Menu**
- Click the **“Wakeup Call”** option
- Click the **“Set New Wakeup Calls”** button and enter the date and time as shown
- If the entry does not include an operator name, the currently logged in Front Desk User’s name will be used for tracking or logging purposes (refer to wakeup logs screen in **Reports** menu)

Figure 12: Set new wake up call screen

10. WAKEUP CALLS – EDIT/CANCEL



Wakeup calls can also be edited or deleted.

- Go to **“Front Desk” Menu**
- Click the **“Wakeup Call”** Option
- Enter Room number and click **“GO”** button
- Click **Delete** button (shown as trash can icon) to remove the alarm
- Click **Edit** to cancel current wakeup alarm and set new scheduled time - buttons are at the bottom right hand as shown below.

Alarm Date	Time	Room No.	Ext.	Guest Name	Creator	Status
2014-03-28	07:00	2000	2000	Mr Mike Hanna	Operator - William	NEW

Figure 13a: Edit wakeup call

Figure 13b: Edit wakeup call

11. REPORTS



To access **Reports**, go to the **Room Status** page and select **Reports** in the upper right corner (Figure 14). A drop down menu will appear with available reports. There are four different reports in the reporting menu. Only certain reports are printable and the print button appears on those reports:

Room No.	Extension	Guest Name	Local	LD	INTL	New	Saved	Total	MWI	Reset Password
1000	1000	Staff ExtensionMr Jay Lee	ON	ON	ON	0	0	0	ON	Reset Password
2000	2000	Mr Mike Hanna	ON	ON	ON	0	0	0	OFF	Reset Password
2001	2001	Mr Jay Lee	ON	ON	ON	0	0	0	ON	Reset Password
2013	2013	Mr. K Ravi	ON	ON	ON	0	0	0	OFF	Reset Password
2020	2020	Mr. K R	ON	ON	ON	0	0	0	OFF	Reset Password
2021	2021	Mr Ravindra Khaire	ON	ON	ON	0	0	0	ON	Reset Password
90001	90001	Mr Baldeo Jadhav	ON	ON	OFF	0	0	0	OFF	Reset Password
90002	90002	Mr Saurabh Jain	ON	ON	ON	0	0	0	OFF	Reset Password
90020	90020	Mr Bill Saba	ON	ON	ON	0	1	1	ON	Reset Password

Figure 14: Reports Menu

11.1 Wakeup logs

The Front Desk User can click the **“Wakeup Call Logs”** for this screen from the **Reports** drop down menu. It shows the **Alarm Date and Time, Room Number, Extension, Guest Name, Created By** and the **Alarm Status**.

The **Created By** will either be the Front Desk Operator or the Guest (if IVR or if initiated from the phone screen application menu). All guest initiated wakeup calls will be deleted when the guest checks out and will appear on this screen with status **“CANCELLED BY OPERATOR - GUEST CHECKED OUT”**.

All wakeup call activity and requests are captured and by clicking on the **plus (+)** sign at the left of a record (with status **“SUCCESS”**) expands the record to show the activity.

“SNOOZED” status indicates the guest has snoozed the wakeup alarm.

“AUTOSNOOZE” status indicates that the wakeup call rings were ignored completely.

“SUCCESS” status indicates the guest picks up the phone and cancels the wakeup alarm.

“CANCELLED BY OPERATOR” Edits or Deletes the alarm from the phone display menu.

Wakeup call log						
Search >>		Room No. <input type="text"/>	GO		Print Report	
Alarm Date	Time	Room No.	Ext.	Guest Name	Creator	Status
2014-01-28	11:40	105	2013	Mr. Ravindra Khaire	Operator	Cancelled by Operator
2014-01-28	07:40	105	2013	Mr. Ravindra Khaire	Operator	Cancelled by Operator
+ 2014-01-28	07:35	105	2013	Mr. Ravindra Khaire	Operator	SUCCESS
2014-01-28	07:30	105	2013	Mr. Ravindra Khaire	Operator	Cancelled by Operator
+ 2014-01-28	05:45	105	2013	Mr. Ravindra Khaire	Operator	SUCCESS
Attempt #	Date Attempted	Attempt Time	Status			
1	2014-01-28	05:45	SNOOZED			
2	2014-01-28	05:47	SNOOZED			
3	2014-01-28	05:49	SUCCESS			
+ 2014-01-28	05:40	105	2013	Mr. Ravindra Khaire	Operator	Cancelled by Operator
+ 2014-01-28	05:35	105	2013	Mr. Ravindra Khaire	Operator	SUCCESS
Attempt #	Date Attempted	Attempt Time	Status			
1	2014-01-28	05:35	SUCCESS			
+ 2014-01-25	07:30	101	2000	General Bil Saba	Operator	SUCCESS
Attempt #	Date Attempted	Attempt Time	Status			
1	2014-01-25	07:30	AUTOSNOOZE			
2	2014-01-25	07:32	AUTOSNOOZE			
3	2014-01-25	07:34	AUTOSNOOZE			
+ 2014-01-24	07:15	105	2013	Mr Saurabh Jain	Operator	CANCELLED BY OPERATOR - GUEST CHECKED OUT
+ 2014-01-24	06:23	105	2013	Mr Saurabh Jain	Guest	CANCELLED BY OPERATOR - GUEST CHECKED OUT

Figure 15: Wake up call log

11.2 Housekeeping Logs

This is the record of the **Housekeeping** status for every extension (and corresponding Guest Room) initiated by the authorized Housekeeping staff using:

- Phone IVR
- Phone Screen Application menu (on supported Cisco Phones)

Housekeeping History				
Date & Time	User	Room Number	Extension	Status updated
2014-01-24 06:03:14	Staff - Housekeeper 1	105	2013	Vacant Dirty
2014-01-24 05:39:08	Staff - Housekeeper 1	105	2013	Vacant Inspect
2014-01-24 05:34:52	Staff - Housekeeper 1	105	2013	Vacant Dirty
2014-01-23 06:17:17	Staff - Housekeeper 2	105	2013	Vacant Dirty
2014-01-23 06:06:57	Staff - Housekeeper 2	105	2013	Vacant Clean
2014-01-23 06:06:51	Staff - Housekeeper 2	108	90000	Occupied Dirty
2014-01-23 05:59:25	Staff - Housekeeper 1	108	90000	Vacant Inspect
2014-01-23 05:55:04	Staff - Housekeeper 1	108	90000	Vacant Dirty
2014-01-23 05:54:49	Staff - Housekeeper 1	108	90000	Vacant Clean
2014-01-23 05:54:41	Staff - Housekeeper 1	108	90000	Vacant Clean

Figure 16: Housekeeping log

11.3 Call Detail Record Report

This is the record of the **Call Details** for every extension configured in the system. This shows the billing charges associated with that extension. Every record includes the **Call Date and Time**, **Source Extension**, **Called Number**, **Destination** details, **Call Duration** in seconds, **Status of the Call** and the corresponding **Call Charges**. This report shows all the calls outgoing from that extension including emergency, internal calls, internal pilot numbers (like voicemail, wakeup), Local, Long Distance and International dialed numbers.

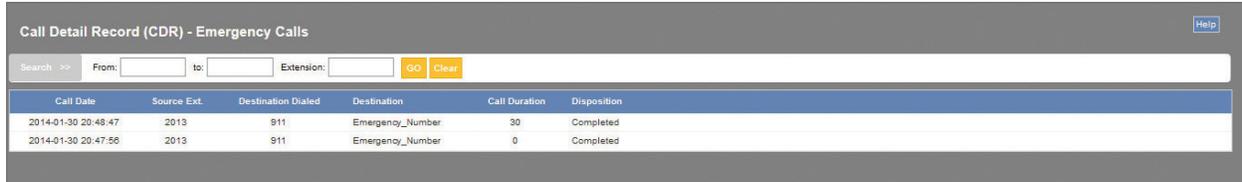
The user can filter the records by **Extension** (Source Extension, Number Dialed) and by date range (From and To). The records can also be exported to a comma separated value (CSV) file by clicking the **Export to CSV** button (Microsoft Excel readable file).

Call Detail Record (CDR)							
Search >>	From: <input type="text"/>	to: <input type="text"/>	Extension: <input type="text"/>	Number Dialed: <input type="text"/>	<input type="button" value="GO"/>	<input type="button" value="Clear"/>	<input type="button" value="Export to CSV"/>
Call Date & Time	Source Ext.	Number Dialed	Destination	Call Duration (sec)	Status	Call Charges	
2014-03-26 10:11:10	2013	73000	Internal_Pilot	12	Completed	0.00	
2014-03-26 10:10:40	2013	73000	Internal_Pilot	47	Completed	0.00	
2014-03-26 10:09:25	2013	73000	Internal_Pilot	12	Completed	0.00	
2014-03-26 10:08:08	2013	73000	Internal_Pilot	12	Completed	0.00	
2014-03-26 10:07:28	2013	73000	Internal_Pilot	4	Completed	0.00	
2014-03-26 10:03:20	2013	73000	Internal_Pilot	12	Completed	0.00	
2014-03-26 09:52:53	2013	73000	Internal_Pilot	47	Completed	0.00	
2014-03-26 09:51:31	2013	2013	Internal_Extension	0	Completed	0.00	
2014-03-26 09:42:21	2013	2013	Internal_Extension	0	Completed	0.00	
2014-03-26 09:41:42	2013	2013	Internal_Extension	19	Completed	0.00	

Figure 17: Call Detail Report

11.4 Call Detail Record Emergency Calls Report

This screen displays all the emergency calls made from the lodging facility extensions. The user can filter the records by **Extension** (Source Extension) and by date range (From and To).

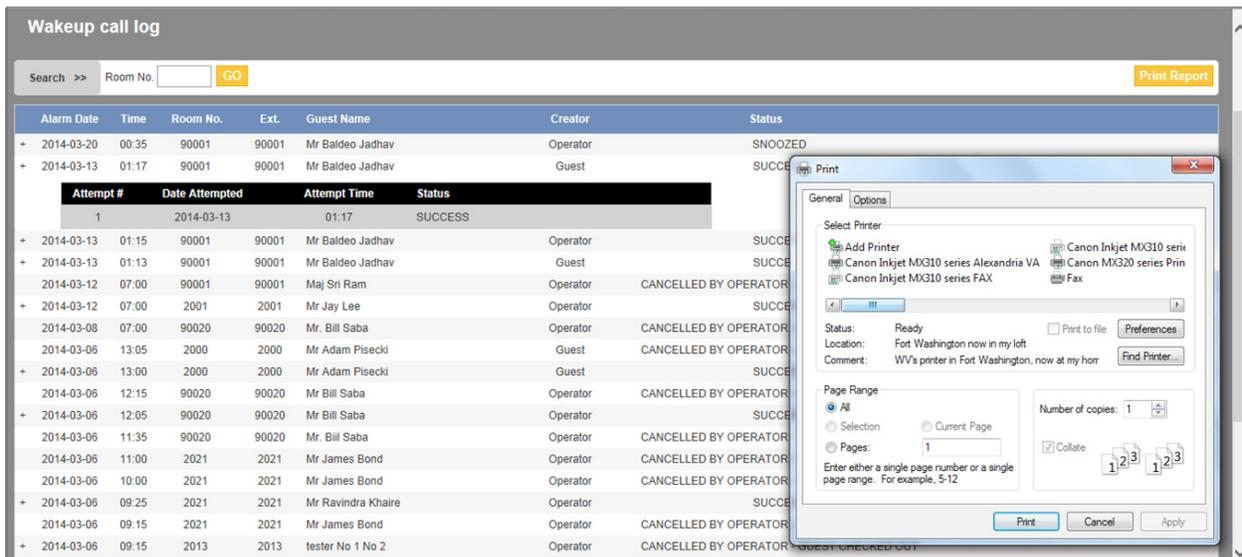


Call Date	Source Ext.	Destination Dialed	Destination	Call Duration	Disposition
2014-01-30 20:48:47	2013	911	Emergency_Number	30	Completed
2014-01-30 20:47:56	2013	911	Emergency_Number	0	Completed

Figure 18: Emergency Calls Detailed Report Log

12. PRINT REPORTS

Please refer below for the standard workflow to view and to print reports:



Alarm Date	Time	Room No.	Ext.	Guest Name	Creator	Status								
+	2014-03-20	00:35	90001	90001	Mr Baldeo Jadhav	Operator	SNOOZED							
+	2014-03-13	01:17	90001	90001	Mr Baldeo Jadhav	Guest	SUCCESS							
<table border="1"> <thead> <tr> <th>Attempt #</th> <th>Date Attempted</th> <th>Attempt Time</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>2014-03-13</td> <td>01:17</td> <td>SUCCESS</td> </tr> </tbody> </table>							Attempt #	Date Attempted	Attempt Time	Status	1	2014-03-13	01:17	SUCCESS
Attempt #	Date Attempted	Attempt Time	Status											
1	2014-03-13	01:17	SUCCESS											
+	2014-03-13	01:15	90001	90001	Mr Baldeo Jadhav	Operator	SUCCESS							
+	2014-03-13	01:13	90001	90001	Mr Baldeo Jadhav	Guest	SUCCESS							
+	2014-03-12	07:00	90001	90001	Maj Sri Ram	Operator	CANCELLED BY OPERATOR							
+	2014-03-12	07:00	2001	2001	Mr Jay Lee	Operator	SUCCESS							
+	2014-03-08	07:00	90020	90020	Mr. Bill Saba	Operator	CANCELLED BY OPERATOR							
+	2014-03-06	13:05	2000	2000	Mr Adam Pisecki	Guest	CANCELLED BY OPERATOR							
+	2014-03-06	13:00	2000	2000	Mr Adam Pisecki	Guest	SUCCESS							
+	2014-03-06	12:15	90020	90020	Mr Bill Saba	Operator	CANCELLED BY OPERATOR							
+	2014-03-06	12:05	90020	90020	Mr Bill Saba	Operator	SUCCESS							
+	2014-03-06	11:35	90020	90020	Mr. Bill Saba	Operator	CANCELLED BY OPERATOR							
+	2014-03-06	11:00	2021	2021	Mr James Bond	Operator	CANCELLED BY OPERATOR							
+	2014-03-06	10:00	2021	2021	Mr James Bond	Operator	CANCELLED BY OPERATOR							
+	2014-03-06	09:25	2021	2021	Mr Ravindra Khaire	Operator	SUCCESS							
+	2014-03-06	09:15	2021	2021	Mr James Bond	Operator	CANCELLED BY OPERATOR							
+	2014-03-06	09:15	2013	2013	tester No 1 No 2	Operator	CANCELLED BY OPERATOR							

Figure 19: Standard workflow - Note: Clicking on the plus (+) sign provides more detail.

13. LOGGING OUT



The user can select the **Logout** button on the top right hand side to log out from the system at any point.

This manual is available on the LodgeAssist platform. For additional queries please contact noc@midatlanticbb.com or call Technical Support on 1-866-632-6113.

QUICK START GUIDE



HOME DASHBOARD

Move to home dashboard (room status dashboard), from all screens

1. Click on Janariss logo  janariss in top left hand side while in any screen

REFRESH

Reload the page on Room Status Dashboard

1. Click on Refresh  button on right hand side

PMS STATUS

Verify if Property Management System is up on Room Status Dashboard

1. Hover over PMS status  yellow button

HELP TOOL TIP

View help instruction in Emergency Call report under Reports

1. Go to "Reports" menu 
2. Click on "CDR reports – Emergency calls" option
3. Hover over help tool tip

FILTER BY GUEST NAME

Pull up the guest record from Room Status Dashboard

1. Enter full or partial first or last name
2. Select guest
3. Click "GO" button 

FILTER BY ROOM

Pull up the room record from Room Status Dashboard

1. Enter Room Number and click "GO" button 

FILTER BY EXTENSION

Pull up the extension record from Room Status Dashboard

1. Enter extension and click "GO" button 

SORT BY FIELD

Sort or order records from Room Status Dashboard

1. Click on field name, room number or extension.
Records will sort in alphabetical or numerical order

SET NEW WAKEUP CALL

Schedule wakeup call for a specific guest from Wakeup Call screen

1. Go to "Front Desk" menu 
2. Click on "Wakeup Call" option
3. Click on "Set new wakeup calls" and proceed

EDIT SCHEDULED WAKEUP CALL

Change wakeup time for guest or room from Wakeup call screen

1. Go to "Front Desk" menu 
2. Click on "Wakeup Call" option
3. Enter Room number and click "GO"
4. Click edit and set new scheduled time

DELETE SCHEDULED WAKEUP CALL

Cancel scheduled wakeup for a guest or room from Wakeup Call screen

1. Go to "Front Desk" menu 
2. Click on "Wakeup Call" option
3. Enter Room number and click "GO"
4. Click delete and confirm deletion of wakeup

TOGGLE LONG DISTANCE DIALING

Toggle the long distance dialing (LD) for guest phone ON (LD and local) or OFF (Only Local) from Room Status Dashboard. NOTE: Disabling long distance also disables international calls.

1. Click on LD switch for specific record  

TOGGLE INTERNATIONAL DIALING

Toggle the international dialing (INTL) for guest phone ON (full access) or OFF (LD and local access) from Room Status Dashboard

1. Click on INTL switch for specific record  

TOGGLE MWI

Switch the Message Waiting Indicator (MWI) for guest phone ON or OFF from Room Status Dashboard. NOTE: Turns on or off indicator light only on guest room telephone

1. Click on MWI switch for specific record  

VIEW/PRINT WAKEUP CALL DETAILS

Print the details of scheduled wakeup calls for any guest or room from Wakeup Report Screen

1. Go to "Reports" menu 
2. Click on "Wakeup Call Logs" option
3. Enter room number and click "GO"
4. Click plus + to expand history of wakeup record
5. Click "Print Report" button to print view in step 4

PRINT REPORT

Print any report (calls, emergency calls, wakeup calls, housekeeping logs) from all reporting screens

1. Click Print Report button  on the upper right hand side within specific Report

NOTES

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