janariss ™

HOSPITALITY MANAGEMENT SYSTEM

PROPERTY MANAGER USER GUIDE

VERSION 1.0

PROPERTY MANAGER USER GUIDE
JANARISS 1.0
HOSPITALITY MANAGEMENT SYSTEM

janariss

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 Property Managers. More specifically, a Property Manager is a user who 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!

HOW TO

Look for this icon for HOW TO instructions

1. MAIN PAGE

HOW TO

1. When accessing the Janariss Hospitality Management System as a Property Manager, 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.
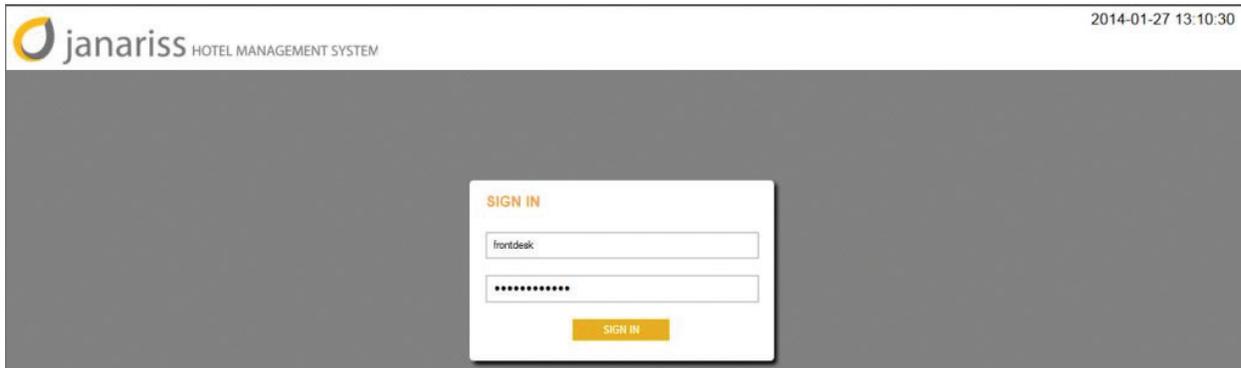

Figure 1: Property Manager Dashboard

2. ROOM STATUS PAGE

HOW TO

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 Property Manager 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 Property Manager can check, by room, how many messages are stored in the voicemail system.
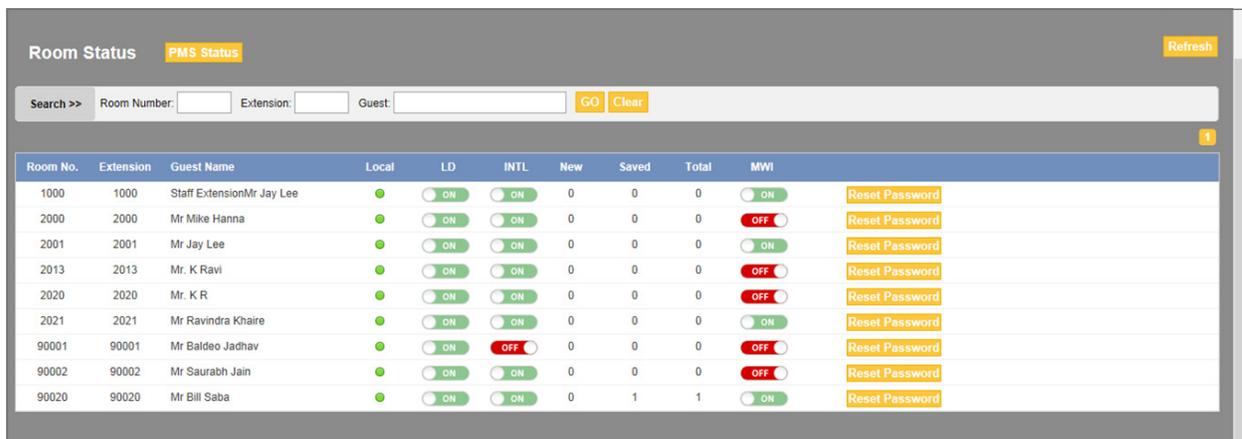
NEW represents the number of voicemail messages received that have not been heard by the guest.

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.

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
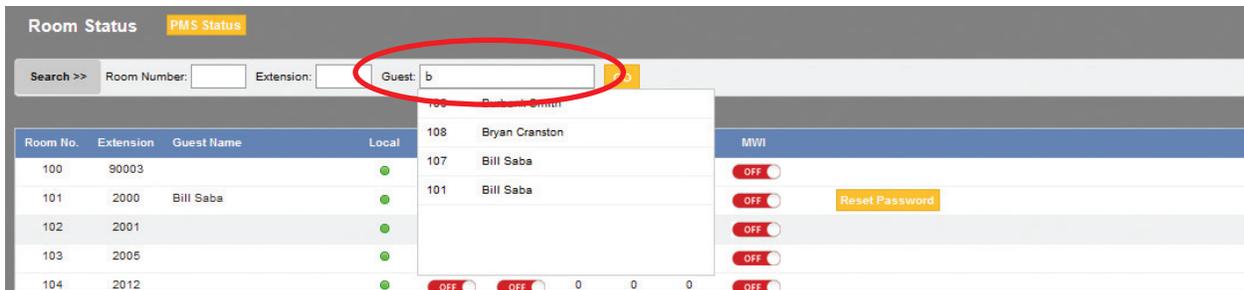
Figure 5: Search by partial Guest Name
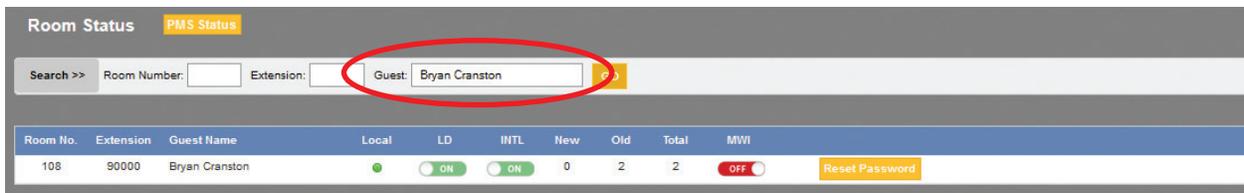
Figure 6: Search by Guest Name

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 Property Manager for any room or extension record. Note: Toggling the MWI only turns on or off the indicator light only on guest room telephone.

Figure 7: Message Waiting Indicator OFF

Figure 8: Message Waiting Indicator ON

6. GUEST TELEPHONE ACCESS PERMISSIONS

The Property Manager 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.

Figure 9a: Sample status for Room No. 108

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

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

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

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

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

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 Property Manager 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.

Figure 10a: Voicemail password reset

Figure 10b: Voicemail password reset

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, PROPERTY MANAGER AND REPORTS

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

- Front Desk – this drop down menu takes the Property Manager to the **Room Status** page which we discussed in addition to the **Wakeup Calls** page.
- Property Manager – this drop down menu allows access to the Broadcast Distribution Manager
- 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.

Figure 11: Front Desk and Reports drop down menu

9. WAKEUP CALLS – SCHEDULING

The Property Manager can schedule wakeup calls for a specific guest, to do this:

a. Go to "**Front Desk**" **Menu**

b. Click the "**Wakeup Call**" option

c. Click the "**Set New Wakeup Calls**" button and enter the date and time as shown

d. 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.

a. Go to **"Front Desk" Menu**
b. Click the "**Wakeup Call**" Option
c. Enter Room number and click "**GO**" button
d. Click **Delete** button (shown as trash can icon) to remove the alarm
e. Click **Edit** to cancel current wakeup alarm and set new scheduled time - buttons are at the bottom right hand as shown below.
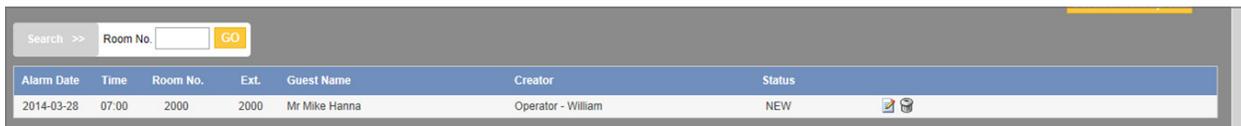
Search >> Room No.	GO					
Alarm Date	Time	Room No.	Ext.	Guest Name	Creator	Status
2014-03-28	07:00	2000	2000	Mr Mike Hanna	Operator - William	NEW

Figure 13a: Edit wakeup call
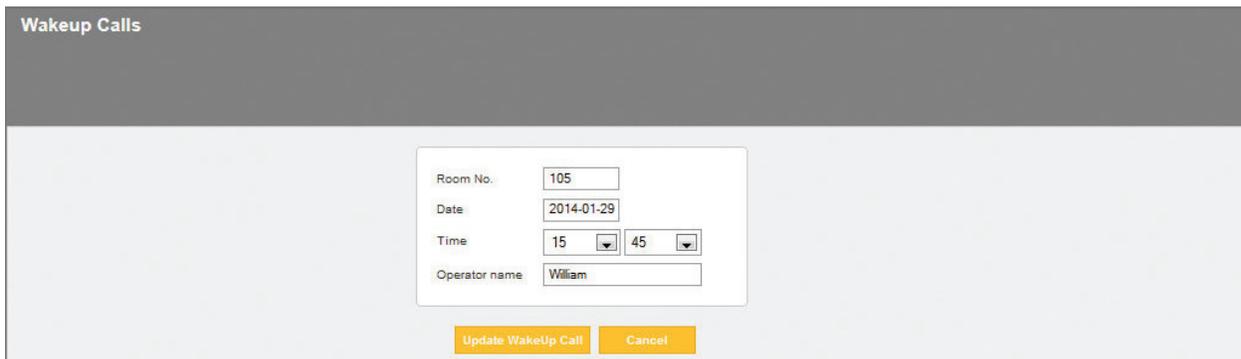
Wakeup Calls

Room No.   105
Date   2014-01-29
Time   15   45
Operator name   William

Update WakeUp Call   Cancel

Figure 13b: Edit wakeup call

11. REPORTS

Janariss software features a reporting account of activity initiated by either the Property Manager or guest. It provides a range of reports which can be generated for property management reporting including guest and room and housekeeping management. Reports can be viewed on screen with most printable in Excel format.

To access **Reports**, go to the upper right corner and select **Reports** (Figure 14). A drop down menu will appear with available reports. There are five different reports or logs in the reporting menu. The print button appears only if records exist in the particular reporting screen.
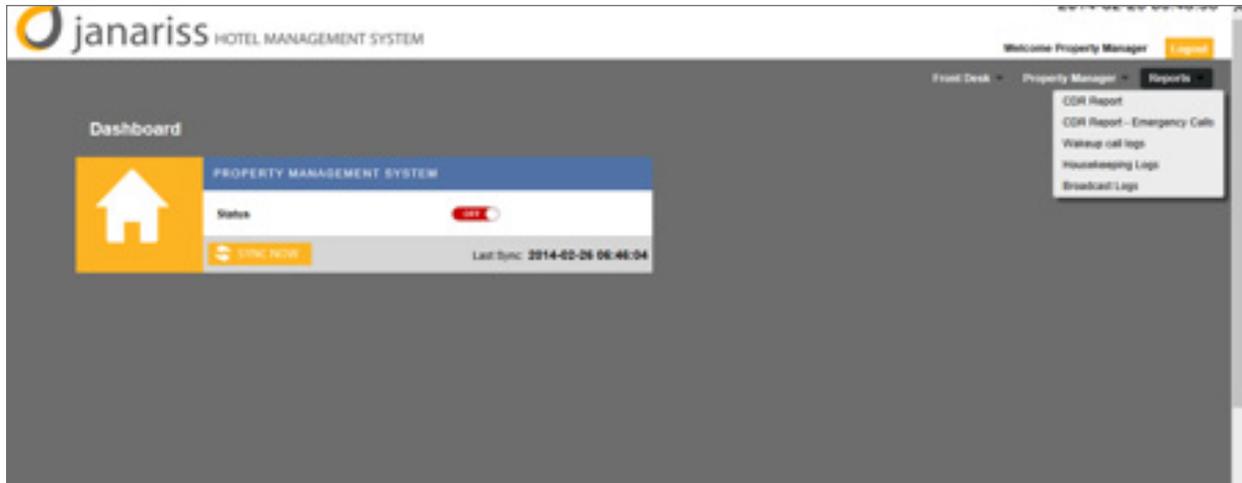
Figure 14: Reports Menu

11.1 Wakeup logs

The Property Manager 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 Property Manager 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.

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)

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).

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).

Figure 18: Emergency Calls Detailed Report Log

11.5 Broadcast Logs

This report gives the user a view of all the logs for the Broadcast Distribution List system. Records will appear whenever an authorized user dials the corresponding pilot number (Default Pilot Number: 73075) and leaves a distribution list message for multiple extensions (both Staff and Guests). The message itself can be heard from the browser by clicking on the **Recorded Message** field for the particular record.

When the Broadcast Logs screen is accessed the very first time, the user may receive a message to install an audio player plug-in (For instance, Windows Media Player plug-in for Internet Explorer 10+, this is dependent on the web-browser used to open the page, some plug-ins come pre-installed). Once the user installs the plug-in for their particular browser preference, they can listen to all the broadcasted messages.

Figure 19: Broadcast Logs

12. MANAGING BROADCAST OR DISTRIBUTION LISTS

Broadcast management (or Distribution List) system: The Distribution List system will be used by the property manager. Broadcast application is used to broadcast the recorded message to all available guest mailboxes. Broadcast authenticated user will dial the pilot number (73075 for broadcast) and will be greeted with the Authentication IVR. On entering the PIN, the user will be prompted with the welcome message. The distribution list code numbers will need to be configured in the portal by the property manager in the "Manage Distribution List" screen as below. This is the look-up that will be used by a broadcast manager to enter distribution codes.
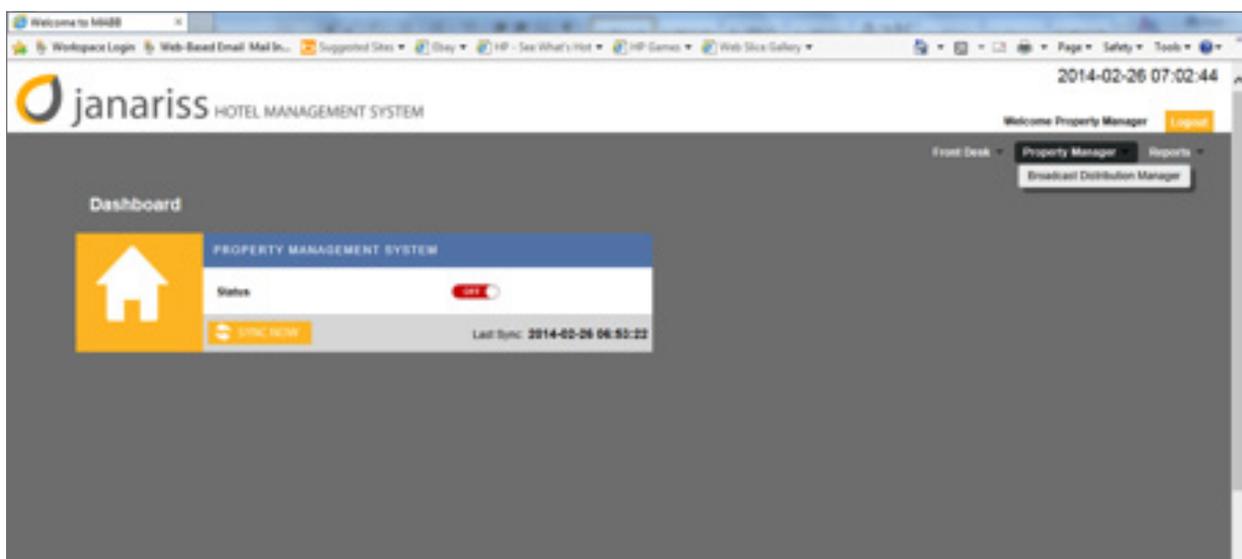
Figure 20: Access to Broadcast Distribution Manager
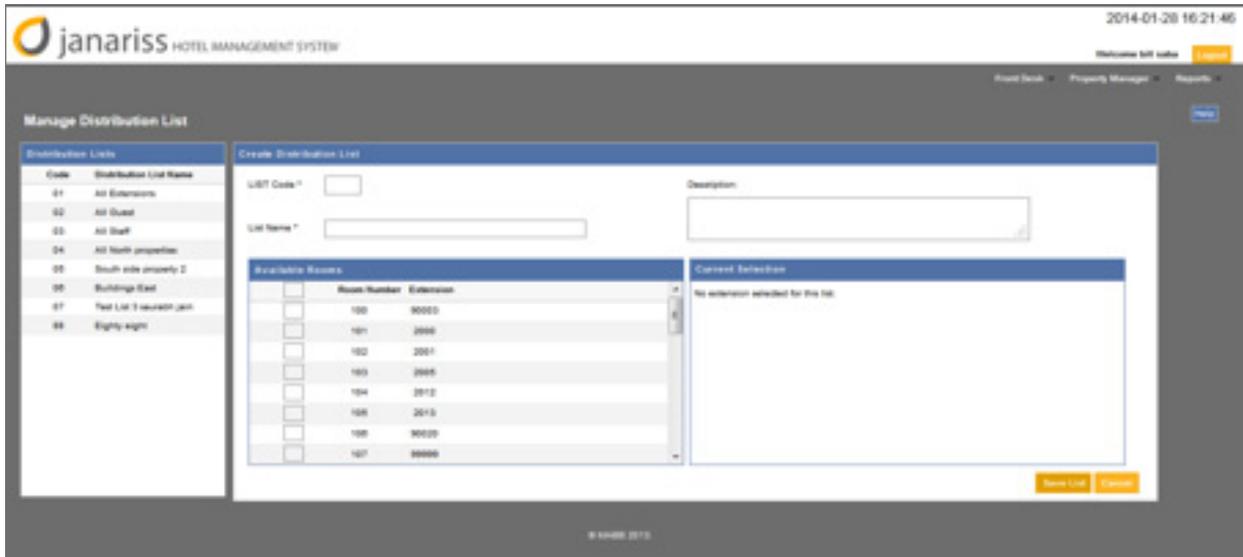
Figure 21: Manage Distribution Lists

12.1 Create Distribution Lists

In the "Manage Distribution Lists" section of the portal, you will notice the button to create a new Distribution list. A two-digit numeric Distribution list code needs to be specified with an alphanumeric name for the list, this list name would be played out in the IVR by Text to Speech. The list of all the Room numbers (Guest) and extensions (Staff) have been provided below. User can select all the extensions that he needs to include in that distribution list. User can also add an optional description for the list that will contain a summary of the usage of the distribution list, or its purpose. The current selection tab holds the information of the current room numbers associated with the list, which would initially be empty. When a user clicks an available room number, that room number or extension appears in the selection. User needs to use the **Save List** button to save the list. Clicking the **Cancel** button will erase all the data which was entered.
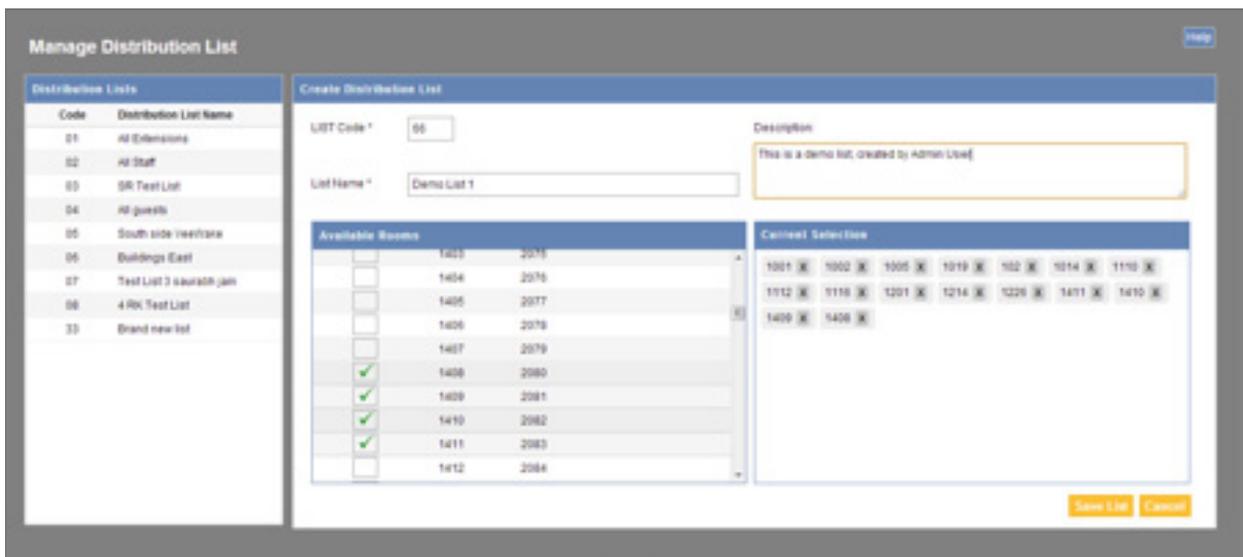
Figure 22:

12.2 Editing a Distribution List

The user can click on the existing distribution lists on the left hand corner of the screen, this would load all the data of the distribution list on the main form on the center of the screen. The user can change the distribution list code, list name and add or remove the rooms or extensions associated with the list. To add rooms, the user can check the checkboxes in the available rooms adjacent to the room you wish to add, and to remove rooms from the list, simply click the "X" mark besides the room number that you want to remove from the list.

12.3 Deleting a Distribution List

The user can delete the existing distribution lists by clicking the distribution list, this would load all the data associated with the list on the main form. Notice two options below the screen, which include **Create New List** and **Delete List**. If the user clicks on **Delete List,** they would be prompted to confirm the action; the list would disappear from the left corner, and would be deleted.
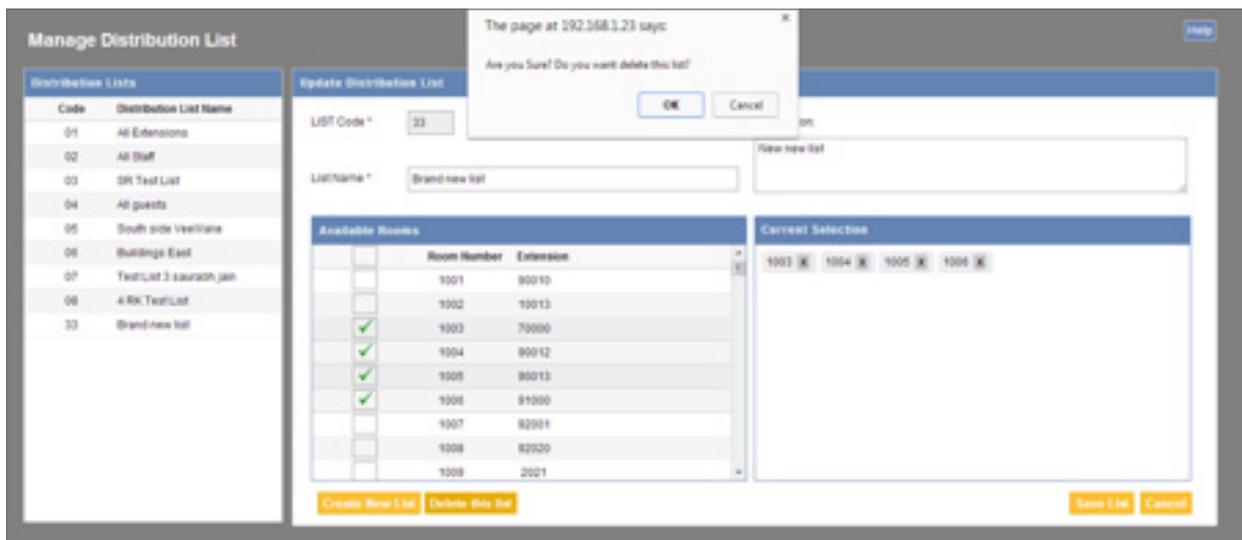
Figure 23: Deleting Distribution List
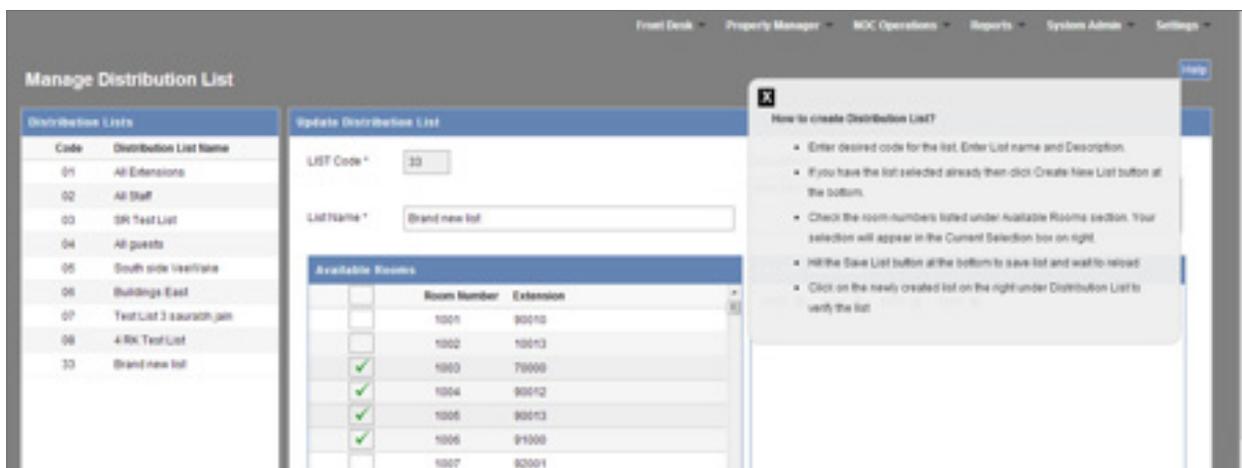
Figure 24: Creating Distribution List

13. PRINT REPORTS

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

Figure 25 Standard workflow - Note: Clicking on the plus (+) sign provides more detail.

14. 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.

JANARISS HOSPITALITY MANAGEMENT SYSTEM
QUICK START GUIDE   ⬤ janariss

HOME DASHBOARD
Move to home dashboard (room status dashoard), 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 Refresh button on right hand side

PMS STATUS
Verify if Property Management System is up on Room Status Dashboard
1. Hover over PMS status PMS Status yellow button

HELP TOOL TIP
View help instruction in Emergency Call report under Reports
1. Go to "Reports" menu Reports
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 GO

FILTER BY ROOM
Pull up the room record from Room Status Dashboard
1. Enter Room Number and click "GO" button GO

FILTER BY EXTENSION
Pull up the extension record from Room Status Dashboard
1. Enter extension and click "GO" button GO

SORT BY FIELD   Room No.   Extension   Guest Name
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 Front Desk
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 Front Desk
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 Front Desk
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 ON OFF

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 ON OFF

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 rom telephone
1. Click on MWI switch for specific record ON OFF

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 Reports
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 Print Report on the upper right hand side within specific Report

NOTES

NOTES

NOTES

janariss

Document Version 03.14