



# TDS Series Lodging Solutions

## Frequently Asked Questions

### General Configuration Questions

**Q:** How many outside lines, administrative and guest rooms does your system support?

**A:** The TDS Series Lodging System supports as few as 2 or 3 lines and 8 telephone sets and expands up through 1280 ports! The TDS Series can cost effectively accommodate small bed and breakfast applications, lodges or larger hotels with a choice of cabinets suited to the specific needs of your property. All systems share the same powerful feature set.

**Q:** Can the system be equipped for battery backup in case we lose commercial power?

**A:** Yes. You can either use a UPS system or batteries as your back up source when commercial power is lost.

**Q:** Is memory protected?

**A:** The memory we use is non volatile and your customer database is stored in flash ram. It is backed up every hour by the system during normal operation.

**Q:** Can our database be backed up to a computer file in case we have a total system failure and then restored to a replacement system? In this way we will have minimal downtime.

**A:** Yes. We encourage this practice.

**Q:** Is remote service and programming available on our TransTel Lodging system?

**A:** Yes. You can put your system on a LAN and make it available for remote access by a qualified TransTel dealer.

**Q:** Is there a redundancy option to choose from on the TDS Lodging System?

**A:** If you purchase the TDS 1280 model, you can purchase the redundancy option which includes a standby power supply and related processors.

**Q:** Does TransTel offer a telephone set for guest rooms? Is there any advantage or benefit for using a TransTel Hotel Single Line Telephone Set?

**A:** Yes. Our model AH99P is available for guest room usage. It offers one touch buttons for frequently used services, message waiting lights, handsfree communications. This telephone set also provides for a special PAGING capability in case of an emergency and guests need to be notified for an evacuation, for instance.


**Q:** We have maintenance personnel that are not on the premise very much and we need to communicate with them. This group operates via mobile hand held radio on the Hotel grounds and can be contacted from a mobile radio station in the Hotel. This is very limited. Is there any ability to link remote walkie talkies into the TransTel Lodging system?

**A:** The TDS Lodging System can be equipped with a special Radio Trunk Unit that allows collaboration between mobile hand held radios and the Hotel staff.

### Hotel Operations & Guest Services

**Q:** In our lodging establishment we would like to incorporate automated attendant, voice mail, call accounting, automatic wakeup, message waiting and a variety of other hospitality related features. We do not however, want to train our staff on the usage of multiple pieces of equipment and have to deal with trying to rectify problems with them. Please explain your product's approach to this issue.

**A:** The TDS Series Lodging package is a single system with multiple integrated solutions. It is derived from a proven and powerful business system and custom tailored for the hotel industry. The TDS Series, through a special Voice Services Card provides automated attendant, voice mail, voice guided guest and administrative features which makes operations fast and efficient with very little training required. There is even a built in call accounting system



that will cost guest calls without the need to buy a third party system!

**Q:** With regards to Automated Attendant, can we have separate greetings for day and night modes of operation? Is it possible for callers to dial room numbers directly?  
How easy is it to set up the greetings?

**A:** You may have day and night greetings offering dialing instructions of your choice, which may include reservations, how to reach the operator or how to dial rooms directly. You may also record lunch and holiday greetings and set up an automatic schedule so the system changes modes of operation based on time of day and day of week. To record greetings you only have to enter the administrative menu and follow simple plain instructions. Two separate languages are also available.

**Q:** Is it possible for business guests who stay for multiple days to check their messages while away from the hotel?

**A:** Yes. They merely have to call in, dial a single digit code, enter their room number and password if enabled to retrieve messages.

**Q:** Are guest messages automatically purged upon check out or must front desk operators go through extra steps to delete these messages and clear them before a new guest arrives in the room?

**A:** Guest messages are automatically cleared upon the next check in process. There are no additional steps required.

**Q:** Please describe what guest features are offered and how they are implemented.

**A:** Guest features are as easy as listening to the voice prompts and dialing 1,2,3. Care has been given NOT to make features cumbersome to use or to offer more than what is needed in lodging operation.

A guest simply dials a code to enter the Voice Services function and follows the menu below.

*Dial 1 to play messages*

*Dial 2 for Automatic Wakeup  
Dial 3 for Do Not Disturb  
Dial 4 for password control*

By default we do not require a password. If the message waiting light is lit and guest dials the code to enter voice mail they are greeted with the message "Hello Room XYZ"

*Dial 1 to play messages  
Dial 2 for Automatic Wakeup  
Dial 3 for Do Not Disturb  
Dial 4 for password control*

## Room Status

**Q:** Is it possible for the maids to change the status of the rooms as they are cleaning them so we can realize at the front desk when a room may be available?

**A:** Yes. Room status can be easily updated by the maid as they clean and service each room. The updates are instantly made visible at the front desk operator console. If your property has a Property Management System, this information is passed from the telephone system to the screens of your front desk personnel.

## Wake Up Calls

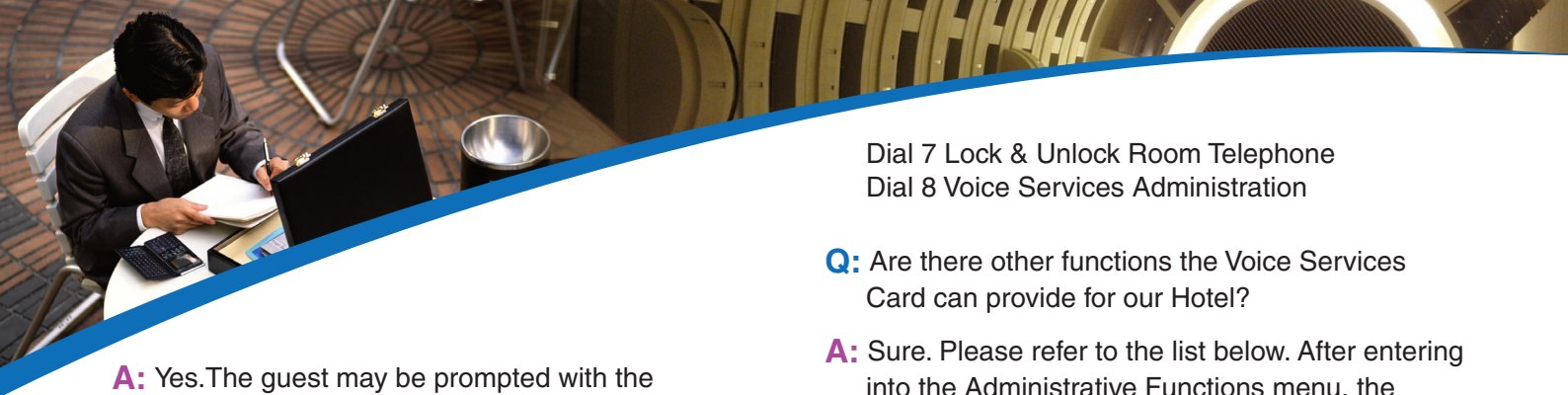
**Q:** Tell us how automatic wakeup works.

**A:** Auto wakeup can be set up by either the guest or the front desk operator. A time is entered and the wakeup is confirmed. When the wakeup time occurs the guest telephone will ring for 30 seconds. This will repeat three times and after the third time the operator console will be notified with an indication the wakeup was unsuccessful. There is also a wakeup call report that can be printed out at the front desk operator console.

**Q:** What does the guest hear when they answer the telephone at wakeup time?

**A:** This is programmable in the system software. You may record your OWN custom message such as "This is your wakeup call. Thank you for staying at the XYZ Hotel and have a pleasant day". Or you may provide a message from an external source, interrupted tones or system provided chimes.

**Q:** Does your auto wakeup offer a "snooze" option if the guest wants to sleep for an additional period of time?



**A:** Yes. The guest may be prompted with the recording to press any digit to extend his sleep time for an additional 10 minutes.

**Q:** Is it possible to set multiple wake up message for a guest room?

**A:** Yes.

**Q:** How does a guest know he has set his telephone in Do Not Disturb and may have forgotten?

**A:** Instead of hearing normal dial tone the guest will hear an interrupted tone when lifting the handset to place a call.

## Front Desk Operations

**Q:** Now move on to the operations at the Front Desk. Our requirements are that we want staff to be able to access features easily and with as little training as possible. Please walk us through what is available and how it is done.

**A:** There are two main methods for front desk operations, both of which are straight forward and easy to operate. One is by using the Voice Services Card and the other is from using a "Hotel" key on the operator console followed by 1,2,3 etc. for the various features.

### *Via Digital Attendant Console*

Hotel 1 Check In  
Hotel 2 Check Out  
Hotel 3 Message Waiting (Set & Cancel)  
Hotel 4 Wake Up (Set & Cancel)  
Hotel 5 Do Not Disturb (Set & Cancel)  
Hotel 6 Toll Class  
Hotel 7 Reset Room Password  
Hotel 8 Admin Voice Services  
Hotel 9 Call Recording (On & Off)  
Hotel 0 \* Print Wake Up Call History  
Hotel 0 # Cancel Wake Up Call History

### *Via Voice Services Card*

Dial 1 Check In & Out  
Dial 2 Automatic Wake Up (Set & Cancel)  
Dial 3 Leave a voice message for a guest  
Dial 4 Do Not Disturb (Set & Cancel)  
Dial 5 External Message Check- Transfer outside parties to their mailbox.  
Dial 6 Reset Room Password

Dial 7 Lock & Unlock Room Telephone

Dial 8 Voice Services Administration

**Q:** Are there other functions the Voice Services Card can provide for our Hotel?

**A:** Sure. Please refer to the list below. After entering into the Administrative Functions menu, the following are available;

### *Dial 1 Set Up Switching Schedule*

1 Automatic  
2 Manual  
1 Day  
2 Lunch  
3 Night  
4 Holiday

### *Dial 2 Record Greetings*

#### *Dial 1 Main Greeting*

1 Day  
2 Lunch  
3 Night  
4 Holiday  
5 Day Language 2  
6 Lunch Language 2  
7 Night Language 2  
8 Holiday Language 2  
9 External Forward Message

#### *Dial 2 ACD Greeting*

1 ACD Message 1  
2 ACD Message 2  
3 ACD Message 3

ACD Messages can be used when you direct calls to a group of stations that may be responsible for reservations, or an operator group. Calls to this group may be queued until an available station in the group can take a call. During the time on hold 3 levels of messages may be played to the caller waiting for service. There is also a special ACD mailbox where messages may be taken if agents cannot get the caller.

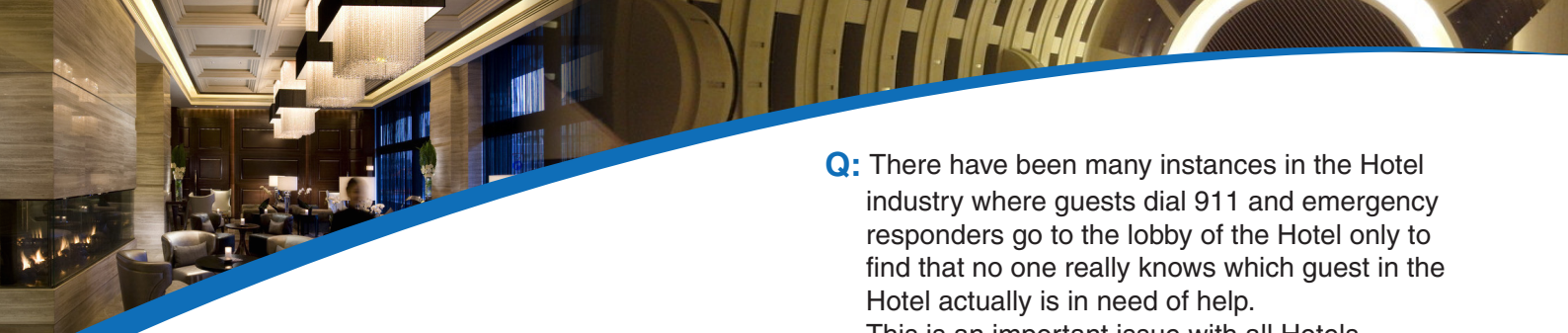
### *Dial 3 Special Function Greetings*

1 Department Introduction  
2 Music On Hold Greeting  
3 Wake Up Message  
4 Emergency Call Alert

**Q:** It is important that we be able to identify the room number when guests call for operator assistance, housekeeping, room service and other requests. Explain how rooms can be identified by hotel staff.

**A:** You may equip hotel staff with digital display telephones sets with an LCD. At check in you may enter the name associated with the room.





All calls to service staff from guests will display the room number and name. Hotel staff may answer in a professional manner, "Good morning Mr. Smith, how may I help you..."

## Reservations / Call Center

**Q:** During busy peaks we would like to establish a reservations calls center for our Hotel. Can the TDS Lodging system accommodate us?

**A:** Automatic Call Distribution is a standard feature on the TDS Lodging System while an expensive option on competitive products. The TDS Series allows you to direct incoming calls to a group of call center agents. Calls may be queued up along with multi level custom greeting messages while clients are waiting to be answered. Hotel Managers can become ACD Supervisors to monitor call flow activities. Complete reporting capabilities are included with call center performance metrics and other valuable information.

## Emergency Services

**Q:** As a Hotel Operator we are very concerned about how to handle Emergency Situations, such as evacuation procedures. It is critical that we do all we can to assure our guests are notified of an evacuation and have the opportunity to vacate the premise in a timely manner. What can the TDS Lodging System from TransTel do to help in this regard?

**A:** The TransTel Lodging System has an industry "unique" ability to invoke an Emergency Evacuation feature. This capability provides Hotel Management with the tools to activate an Emergency Evacuation service that will automatically call all the guest room telephone sets and play a specially recorded announcement such as "Our Hotel is under an emergency evacuation. You are required to find the nearest exit to your room and evacuate the premises immediately".

While this feature is activated the Hotel Operator can visually observe which guests have heard the message and those that have not. In this way the Hotel can dispatch staff to specific rooms as opposed to blindly trying to notify all rooms.

**Q:** There have been many instances in the Hotel industry where guests dial 911 and emergency responders go to the lobby of the Hotel only to find that no one really knows which guest in the Hotel actually is in need of help. This is an important issue with all Hotels. Since we do not have a line for every room, the emergency operator does not know which specific room is requiring help. How can we deal with this issue?

**A:** The key issue here is that we are dealing with a potential life and death situation. It is realized the guest may not be able to speak with 911 Operators based on a cardiac condition for example. When a guest dials 911 the following can occur.

All programmed Operator telephone sets within the Hotel will ring continuously until answered with the display E-911 plus the room number. Upon answer you will be automatically conferenced with the room and the 911 operator. An outside line will be accessed and a call will be made to the 911 Operator.

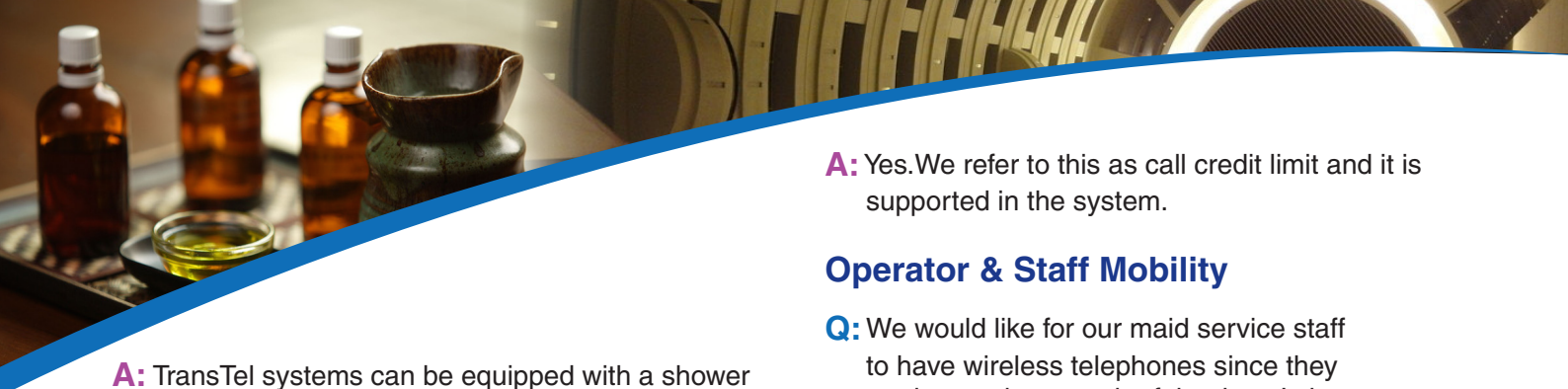
The greeting you record will be played such as "This is an emergency call from XYZ Hotel.....Room YXZ". Press # to end this greeting and talk. All parties will hear this greeting until the # key is pressed. If you do not record a message the system will still play "This is an emergency call from room XYZ, press # to terminate this recording and talk."

With E-911 emergency service set up the TransTel Lodging System will make sure BOTH the Hotel Staff AND the 911 Operator will have the location of the property PLUS the guest room number that initiated the call.

**Q:** What if all the lines are busy when a guest who needs Emergency Assistance tries to call for help?

**A:** In most other systems the Guest will have to wait for an available line and keep trying. With the TransTel Lodging System, Hotel Operators can set up a feature called E-911 Bumping. So when a guest dials 911 for Emergency Services and all lines are busy, the first line in the guest trunk group will be dropped and the guest dialing to emergency services will be granted access to the outside line.

**Q:** Handicap Room Services- Our Hotel is concerned about accommodating the elderly and providing special rooms for senior needs. What can your system do to assist in this area?



**A:** TransTel systems can be equipped with a shower alarm or pull cord that will alert the operator when pulled. The operator will receive a special alert alarm and message indicating assistance requested and from which guest room.

## Suite Services

**Q:** We have designated suites in our Hotel requiring that we place more than one telephone set in the suite. These are separate telephones and need to be used independently but we want all the calls to be posted to the same account. Do you have a solution for this?

**A:** Suite Services allows you to have multiple telephones in the same room that can talk independently. The telephones can be posted to the same account for billing purposes.

## Call Accounting

**Q:** How does your system handle call accounting? Will we have to buy a separate system to cost the calls?

**A:** The TDS system has an inherent call costing capability that is done within the telephone system itself. There are two types. One is timed based and the other for many International customers works on pulse metering. Timed based costing allows you to specify a grace period for call completion and then you can apply a rate for the calls. You may choose to offer local calls free of charge or apply a flat rate per call. Pulse metering which is used in many International markets allows the Hotel operators to apply a rate for each meter pulse given by the telephone company.

The TDS system can then multiply the rate times the quantity of meter pulses to arrive at a cost for each call. In both cases the costed calls per room can be printed at any time and posted to a room bill. All of this is done within the telephone system without the need for costly external systems. If you already have a system, the TDS format can be easily adapted to most systems.

**Q:** Can we establish a cash account for telephone calls and have the system automatically shut the room phone off when this limit has been exceeded.

**A:** Yes. We refer to this as call credit limit and it is supported in the system.

## Operator & Staff Mobility

**Q:** We would like for our maid service staff to have wireless telephones since they are in transit so much of the time. Is it possible they too can identify guests calling for service? If so, how is this accomplished?

**A:** Yes. If your system is configured for caller id, internal call information can be sent to an off the shelf caller id telephone set purchased from any office supply store. In this case it would be a cordless telephone with caller id capability. Many other manufacturers only support this capability with expensive proprietary cordless phones. This internal caller id capability is also useful for front desk staff that is away from the main attendant console performing other duties. Cordless telephones can be classified as Operator sets so that they can take and transfer calls while doing things other than sitting at the Operator Console.

**Q:** Does the TransTel Lodging System support IP based Wifi telephone sets?

**A:** Yes. There are a number of wifi based telephone sets that can operate with the TransTel Lodging System.

## Voice Over IP (VOIP)

**Q:** Can the TransTel Lodging System support VOIP carriers so that our Hotel can maximize its revenue and profit for local and long distance calling?

**A:** Yes. The TDS Lodging System can be equipped with a VOIP Sip Trunk interface card. This interface connects to a VOIP carrier directly and provides many benefits. In most cases a gateway is not required when this option is selected.

**Q:** As a Hotel Operator we have colleagues and relatives located in various countries throughout the world. Is there a way that the TransTel Lodging System can allow us to communicate with them using the latest VOIP technologies.

**A:** Of course. You may equip your system with an VOIP interface card designed for remote stations. TransTel offers a variety of cards that can be used for this purpose. Remote users can call your Hotel and you directly just as if they were an extension user on your system. There are no toll costs associated with using a VOIP station card.



**Q:** Can I use a smartphone or softphone client to communicate with my Hotel when I am traveling?

**A:** Yes. TransTel has a softphone client available in both Apple and Android formats. You can load this application on to your smartphone and use it while traveling.

## Property Management Interface

**Q:** Does the TDS Lodging system support a PMS Interface?  
(Property Management Interface)

**A:** The system does offer a property management interface. Through this interface the system can exchange information with another software package that your Hotel uses for day to day operations. Supported capabilities through the PMS interface include;  
Check In & Check Out  
Automatic Wake Up  
Guest Name  
Room Status  
More...

**Q:** What kind of PMS System will the TDS Series support?

**A:** Currently the TransTel Lodging System is designed for two different types of PMS protocols. The first is Micros Opera, Opera

Express and Micros Fidelio. Hotel Operators using these PMS Systems will find top of line seamless integration. The second type of PMS Integration is through a Mitel Emulation Option that is selectable in software. When this option is enabled the TransTel Lodging System will emulate a Mitel PBX and become operable with many PMS Systems available in the market today.

## TransTel Information

**Q:** Can you tell me a little more about TransTel and why this would be a good investment for my property?

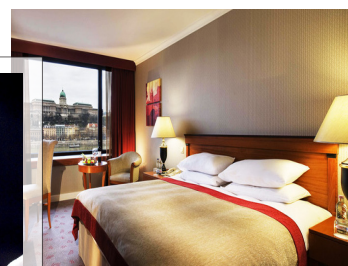
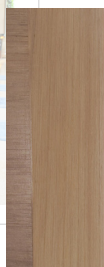
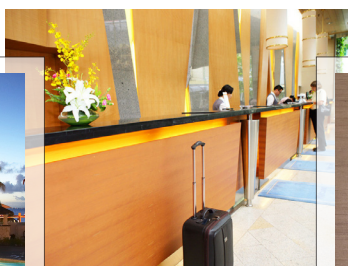
**A:** TransTel and its affiliated companies have more than 250,000 systems installed worldwide. The TDS Lodging System is derived from a proven platform that serves mission critical communication services for government and military applications around the globe.

The TDS Platform is reliable and proven and has a very strong track record in Lodging, Commercial and Government installations.

The systems are backed by a 3 year warranty and TransTel continues to develop specific applications unique to the Lodging industry.

**Q:** How can we get a quotation for our Hotel on the TDS Series Lodging Solution?

**A:** TransTel Systems are sold, installed and serviced throughout the United States by authorized dealers. You may call us to locate a dealer in your area. Systems are also available in over 30 other countries through our affiliated companies and their authorized dealers.



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