AWF

Automatic Wake-up Facility
Microsoft Windows 7, 8 and
10-64bit®
Procedures Manual

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The AWF System is a smaller solution that combines a 4 or 8 port Automatic Wakeup Facility along with a COMMHUB or PPIC PMS Interface on the same computer platform. Your AWF System still performs all regular PPIC functions in addition to providing a customizable user-friendly front end to your PBX's wakeup function.

You will learn by reading below that the AWF does not replace your PBX wakeup function, it just enhances it. When a guest presses the wakeup button on their room phone or dials the published wakeup extension, the AWF will answer by saying "*Welcome to the [Hotel Brand Name] Wakeup Service.*" The AWF will then walk the guest through setting a wakeup call for their room.

After the guest has finished placing their wakeup call, the AWF then programs that wakeup call in the PBX. In some cases this is done via a Background Terminal, some via the PBX PMSI Link and some via DTMF Tones. Once the wakeup is sent to the PBX, you will be able to see it the system console. It is important to know that the AWF simply helps the guest set their wakeup call and then programs it in the PBX. The AWF does **not make** the actual wakeup call at the desired time; this function is still performed by the PBX.

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1.1 Setting Wakeup Calls from the AWF

The AWF System is the front end to your PBX wakeup function. When a guest wishes to place a wakeup call, they can call the AWF System to walk them through setting a wakeup for their room.

Once the wakeup has been completed, the AWF then programs that wakeup in the PBX, just like an operator would. The PBX is responsible for placing the wakeup call at the desired time (i.e. it is the PBX that calls the room and plays a pre-recorded message).

Operators or Front Desk Personnel still have the ability of programming wakeups from the PBX Background Terminal and/or PBX console.

1.2 AWF Prompts

"Welcome to the <your hotel brand name here> wakeup service. Please wait for confirmation of your wakeup call before hanging up."
Guests need to wait till the end of the call to ensure that their wakeup has been programmed correctly.

"Please enter the desired time for your wakeup call."
The guest can enter the time as a single digit, multiple digits, regular time, or military time.
> Example: If a guest wants to set a wakeup for 5 a.m., they can enter 5 or 500. If they want a wakeup for 6 p.m., they can enter 6, 600, 18 or 1800.

"For a.m., press 1. For p.m., press 2."

"Your wakeup call for (time) has been recorded."

<u>If the guest has already set a wakeup call for their room, they will hear:</u>

"You currently have a wakeup call set for (time)"

"If you wish to change the time of your wakeup call, press 1 now. If you wish to cancel your wakeup call, press 2 now."
This allows the guest to change or cancel their wakeup calls.

1.3 Wakeup Programming Errors:

"The wakeup time that you have entered is too soon or conflicts with another wakeup call. Please reenter the desired time of your wakeup call."
A wakeup call must be set at least 30 minutes past the current time. Less than 30 minutes could result in this message. Also wakeup calls must be at least 15 minutes after midnight.

"A wakeup call for this suite can not be set from this phone line. Please call from a bedroom phone line."
A guest must call from a guest room phone in order to place a wakeup call. This message could also result from an error in getting the caller's extension from the PBX.

1.4 Special Notes::

Some systems may have multiple extensions per room; the AWF will allow the guest to set a wakeup call for each extension in their room. In this case, if a guest wishes to cancel that wakeup call, they must call from the same extension that they set it on.

On systems that use suites, only one wakeup call per suite is allowed.

The AWF System does not support wakeup calls between 12:00 Midnight and 12:15 AM.

2.1 Monitoring the AWF System

The CDT Voice System Monitor. This new program displays the current status of the various components of the AWF System. (Contact COMMDEC if your system does not have this feature.)

If you do not see the CDT Voice System Monitor screen on your desktop, it could have been closed. This application is pinned to the TASKBAR on the PPICWIN. Click the 2nd ICON next to the START button and open it back up.

Different configurations have different statuses to check.

Important things to check: (Example Only)

Voice Ports - Port lines show what ports are being used for at the present time. Usually they are ONHOOK (Will display the number of ports your system if configured for.)

Applications – The AWF configuration will be different for each property configuration. Please see below to determine the value that is applicable on the properties status screen.
- CDT VOICE CORE – CDT Core voice program
- CDTv DB BRIGDE – CHUB Bridge Database Integration program.
- CDTv Integration Link – NEC/MCI/SMDI/NORTEL Integration Link.
- CDTv Nortel SDI – Nortel Telecom Systems, this is how we program Wakeup Requests into the PBX

***CDTvNortel SDI and noted others above – This is how we program Wakeup Requests into the PBX. **This is very important**. LPRC should be caught up with LWRT. Example above indicates that the interface is operating normally. In that case, this will display "Intf ONLINE! Current."

***CDTv AWF Printer – This the driver that powers the printer. When this is caught up all requests will have been printed on the printer. This is a log of all guest wakeup requests. **This is very important.** LPRC should be caught up with LWRT. Example above indicates that attention is required. "CHECK PRINTER!!!!" If operating normally this will display "Printer ONLINE! Current."

ERROR – CHECK INTERFACE!!!! – If this is displayed and the LWRT & LPRC numbers are not getting caught up, please contact COMMDEC.

Section 3:   AWF Procedures

3.1 Auditing Wakeup Calls from the AWF Printer

All AWF sites have a printer along with the AWF System. The printer will print all wakeup call requests that guests have made through the AWF. Because the wakeup calls are carried out at the desired time by the PBX, it is important to make sure that all wakeup requests recorded by the AWF System are programmed in the PBX. Each day, hotel staff members should audit the wakeup calls received by the AWF to those programmed in the PBX.

<u>To Audit Wakeup Calls:</u>
Print a list of all wakeups programmed in the PBX. (This is generated on the PBX System.) Then take the printout off the AWF Printer to ensure that all wakeup requests received by the AWF are programmed in the PBX. Commdec suggests that the Wakeup Audit be performed at 3 AM. If you have day stay business or substantial airline business we also suggest that you audit these calls at 1 PM.

Example:
> If the AWF printout says:
>
> **CDT AWF – WAKEUP ADD FOR [71112], at 0800, SRC = A.**

Adding Wakeup call	Ext.	Time for Wakeup
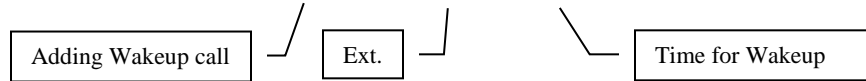
> Your PBX printout should say that there is a wakeup for extension 71112 set for 8 a.m. **If the wakeup does not show up on the PBX printout, you should program this wakeup manually**.
>
> SRC = A – Add new wakeup call request.
> SRC = C – Change existing wakeup call to this time.
> SRC = D – Delete wakeup calls for this extension.

By auditing the requests (generated by the AWF and recorded on the AWF Printer) against the actual list of programmed Wakeup Calls (in the PBX), we make sure that all guests receive their desired wakeup call. The wakeup listing generated by the AWF Printer also offers the hotel a backup list if the PBX wakeup function fails.

3.2 Incomplete Wake-Ups

All incomplete wake-ups that were returned to the attendant should be documented that the wake-up call was never answered. The employee should record the action taken on the PBX printout, and continue to review the printer output for missed wake-ups. This should be monitored every 30 minutes so the property can reach the guest in a timely manner. This documentation should be filed with the daily, so discrepancies can be tracked accordingly. Missed wakeups could be a liability for the property.

Section 4: AWF Functions

4.1 Shutting Down the AWF

Standalone Systems: The AWF System should be shut down and turned completely off once each month. (Larger hotels should do this once each week.) This will ensure that the AWF System will continue functioning properly.

AWF on PPIC and COMMHUB Systems : The AWF System should be shut down and turned completely off once each month. This will ensure that the AWF System will continue functioning properly.

1. Click on Start in the bottom left hand corner
2. Using the mouse, click on the "Shutdown" button at the bottom of the screen.
3. Use the drop down to select Shut Down.
4. Wait 1-2 minutes. Press power button and system will start back up
5. Verify that all interfaces are online and AWF monitor shows everything caught up.

4.2 Resetting the system time.

It is not necessary to reset the time on the AWF for Windows – the time will automatically set based on daylight savings time in your area.

Section 5: AWF Recommended Procedures

5.1 AWF Duties Every Shift

Please include these procedures on any office checklists you may have. These steps, when performed each shift, will ensure that your equipment is working properly.

1. View the CDT Voice System Monitor regularly - Note the items that you should be monitoring to ensure system is operating correctly.
2. Each shift, hotel staff members should check that the AWF printer is printing a timestamp each 15 minutes. This most like indicates that the Printer has a complete list of wakeup requests should power fail.
3. Commdec suggests that hotel staff members audit the wakeup requests recorded by the AWF each day at 3 a.m. to ensure all wakeup requests have been programmed in the PBX.
4. Once a week, the Night Auditors should follow the instructions for shutting down the AWF. Leave the AWF off for 2 minutes, and then restart. This will insure that the AWF will continue working properly.

*Failure to perform these checks could prevent the detection of a problem that can impair guest service.

Rack Mount Systems

If the computer is in a computer room:

Once every 3 months the filter located on the front panel should be removed and cleaned. It can be cleaned with soap and water.

- On most systems the filter can be removed by pulling the tab directly toward you and then sliding to the right. System can be on
- Clean Filter.

- Wring out and pat with dry cloth to remove excess moisture.
- Replace nearly dry filter in system.
- Do not operate system for more than 30 minutes without filter.
- Replacement filters can be purchased from COMMDEC.

If the computer is in a front office area or other area with high amounts of traffic:

Once every month the filter located on the front panel should be removed and cleaned. It can be cleaned with soap and water plus all procedures listed above.

All Other Systems

- Vacuum front and back with hand vacuum. We recommend that this is done at least once every 3 months. Systems that are not kept in a relatively clean state can be exempted from Maintenance Coverage.
- Vacuum printer area. Tractor feed type paper has been known to create significant amounts of dust!
- Replace ribbon as required. Normally once every 3 months depending on use.
- **Once each year open unit and blow out inside of system unit with can of compressed air. Systems that are not kept in a relatively clean state can be exempted from Maintenance Coverage**.