

# Front Desk Card

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## Guest Messaging

### To transfer a caller to a guest's message box

- 1 Initiate a call transfer, then enter:

\_\_\_\_\_ + \_\_\_\_\_ + \_\_\_\_\_  
Voice messaging system #      Room extension #      Transfer override code

- 2 Complete the call transfer.

### To transfer a checked-in guest to their message box

- 1 Initiate a call transfer, then enter:

\_\_\_\_\_ + \_\_\_\_\_ + \_\_\_\_\_  
Voice messaging system #      Guest ID      Room extension #

- 2 Complete the call transfer.

### To reset a guest message box

**NOTE** Voice messaging systems with PMS Integration automatically reset the message box at checkout.

- 1 Enter:

\_\_\_\_\_ + \_\_\_\_\_ + \_\_\_\_\_  
Voice messaging system #      Reset code      Room extension #

- 2 Confirm the extension number.

### To check a guest's messages after checkout

- 1 Initiate a call transfer, then enter:

\_\_\_\_\_ + \_\_\_\_\_ + \_\_\_\_\_  
Voice messaging system #      Post-checkout code      Room extension #

- 2 Confirm the extension number.
- 3 Confirm the checkout day.
- 4 Listen for the beep, and complete the call transfer.

## Guests' Frequently Asked Questions

### How do I set, change, or delete my wake-up call?

Tell the guests to:

- 1 Call the voice messaging system.
- 2 Listen to any new messages.
- 3 Follow the voice messaging system's instructions to set, change, or delete the time for their wake-up call.

### How do I change my guest directory information?

Tell the guests to:

- 1 Call the voice messaging system.
- 2 Listen to any new messages.
- 3 Press 1 to change their directory options.
- 4 Select or confirm to be included in the guest directory.
- 5 Enter or confirm their name.

### I forgot my password. What do I do?

If you have PMS Integration, the front desk staff may:

- 1 Delete the guest's password from the PMS. (This option may not be available for every PMS.)
- 2 Instruct the guest to call the voice messaging system and enter a new password.

Otherwise, the front desk staff must:

- 1 Log in to the Web Administration Console (WAC) and go to **Hotel Guests > Guests > Profile**.
- 2 Locate the hotel guest account using:
  - the **Find** button, or
  - the left or right arrow button until the right hotel guest is located.
- 3 In the **Profile** page for the hotel guest account, check the **Reset password to system default password** checkbox and click **Save**.

This will remove the account's password and the user will be offered to set a new password after they log-in to their account using the system default password.