

# Phone Features

Accessing the phone features, settings and options via star ( \* ) codes on the Think Simplicity system

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# Voicemail

Voice mails may **only be saved for 90 days** and in which case will be **permanently purged** from the system. If you wish to keep voicemails for long period, we recommend setting up a **voicemail to email setting** on your voicemail box. This can be done by sending a request to email to **support@thinksimplicity.com**

## Accessing Voicemail from Phone

Star Code: **\*86**

- Press the **Messages/Voicemail** button or short cut key. Or dial **\*86**
- Enter **password**
  - The **default** password is the phone's **extension number** (with prefix if your hotel has prefixes before the extension/room number)

## Accessing Another Extension's Voicemail

Star Code: **\*486 + Extension number**

Star code only works from an **admin** phone

- Dial **\*486 + Extension Number** of the extension you wish to access voicemail for.
  - ie. for room 450 you would dial \*486450 from an admin phone.
- Enter **password**
  - The **default** password is the phone's **extension number** (with prefix if your hotel has prefixes before the extension/room number)

# Accessing Voicemail From Outside Hotel

**Star Code:** \*

- Call into the hotel
- Have the Front Desk transfer to the desired extension
  - Or call the direct DID (telephone number) for an extension
- Once the voicemail greeting starts playing press \* (star)
- Enter Pin

## Change Folders

After accessing voicemail (after entering pin) press **Option 2** to access other folders.

Folders help organize voicemail into easy to navigate categories.

- 0 - **New Messages**
- 1 - **Old Messages**
- 2 - **Work Messages**
- 3 - **Family Messages**
- 4 - **Friends Messages**

## Change Greeting Message

After accessing voicemail (after entering pin) press **Option 0** to access mailbox options.

- Option 1: Record your unavailable message (message that plays if no answer)
- Option 2: Record your busy message (message that plays if you are on a call)
- Option 3: Record your name
- Option 4: Record your temporary message (overrides all other greetings that have been recorded)
  - Sub-Option 1: Record your temporary message
  - Sub-Option 2: Erase your temporary message (and revert back to standard greeting)

- Option 5: Change your password after recording a message (incoming message, busy/unavailable greeting, or name)
  - Sub-Option 1: Accept
  - Sub-Option 2: Review
  - Sub-Option 3: Re-Record
- After a message has been recorded:
  - Option 1: Accept
  - Option 2: Review
  - Option 3: Re-Record

While listening to a recorded voicemail message you can press **#** to **fast forward** or **\*** to **rewind**.

# Star Code Cheat Sheet

Some features may only be used by an **Admin** phone (ie. front desk phone, office phone, etc)

If your system uses prefix before extension numbers (for instance room 400 would be 7400) then be sure to add the prefix when operating star ( \* ) codes.

## Do Not Disturb

- Turn DND **ON** : \*78 + extension
- Turn DND **OFF**: \*79 + extension

## Wake Up Calls

- Set Wake Up Call (from room): \*81
- Set Wake Up Call (from another phone): \*81 + extension/room number
- Record Wake Up Call Message: \*92

## Calling Restrictions

- No External Calls: \*870
- Allow Domestic Calls: \*871
- Unrestricted: \*872

## Voicemail

- Retrieve Voicemail: \*86
- Get Room Voicemail: \*486 + extension/room number
- Transfer Directly to Voicemail: \*86 + Admin extension number / Room Number
  - While on a call

## Directory Assistance

- Directory Assistance: \*89 | 8 + 411 | 0 + 411

## Room Status

- Set Room Status: \*94
  - followed the maid code then #

## Night Audit

- Night Audit IVR **Off**: \*620
- Night Audit IVR **On**: \*621

## Checking In/Out

- Check Out (restrict calling): \*881 + room number
- Check In (allow calling): \*882 + room number

## Maid Code Status

Restricted to only Room Phones

- Update Maid Code Status: \*94 + Maid Code Status

# Pick Up Calls

- Group Pickup: \*8 + #
- Directed Extension Pickup: \* + \* + extension number + #

# Wakeup Call Instructions

You can also create, modify or delete wakeup calls from the **Client Web Portal** at <https://cwp.thinksimplicity.com>

## Via Admin Phones

### To Set up New Wakeup Call For a Room:

- Dial \*81
  - System will Say : " Welcome to the Wakeup call System..."
- Enter in room number with prefix (if your guest room extensions have prefixes)
- Press 1 to proceed with creating a wakeup call for the room you entered
  - Or press 2 to back out and setup for another room
  - Or to exit press 3
- Enter the time for the wakeup call by pressing 3-4 digits on the keypad
- Press 1 for AM or 2 for PM
- For Today press 1, or for tomorrow, press 2
- Press 1 to have it repeat daily, or press 2 to have it set as a one time call
- The system will repeat the date and time for the wakeup call
- Press 1 to proceed with creating **another** wakeup call for the room you entered
  - Or press 2 to back out and setup for another room
  - Or to exit press 3

## Via Room Phones

### To setup or delete a Wakeup Call From a Room Phone:

- Dial \*81
- The system will list currently scheduled wakeup calls for the room you are dialing from with an option to delete them
- System will then give the option to schedule a wakeup call by entering the time
- Will ask for AM or PM
- May ask for Today or Tomorrow
- Will then be presented with the list of scheduled wakeup calls for that room
- You can enter additional wakeup calls or hangup if finished.



# Wakeup Call Message Instructions

Modifies the message that is played when a wakeup call is answered.

## To listen to the current wakeup message for the property:

- Dial \*93
- System will greet with "Welcome to the Wakeup Call System"  
Dial 3
- Hangup when finished

## To Create a NEW wakeup message for the property:

- \*92
  - "Welcome to the wakeup call system"
- Press 1 to record a **NEW** wakeup message
- Dial 1
- Record the new message
- Press 4 to make the new wakeup call message active
- Plays confirmation message
- Hangup when finished