Utility Telecom
Automated Wake-Up Calls

This guide is intended to help you understand How to Set Up Automated Wake-Up Calls through the Hosted Hospitality system. If you have any questions, give us a call at 877-965-7800 or email service@uyt.co.

UtilityTelecom
Digital Business Communications

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Description

The Utility Hosted Hospitality system supports automated wake-up calls through our CommPortal Web Interface and our reminder call system. You will use the Administrative portal to log into each room's phone to set a reminder call for the time that the guest would like to be waken up.

To use the system, you will need Administrator credentials for your business group. If you do not have them you can call Customer Care to get help with your password. To begin, browse to the Administrator website **https://cp2.telcox.net/bg** and log in with your Administrator credentials.

How to Log Into a Room

1. Once logged in, click on the Users link on the left side.

2. Find the room that you'd like to setup a wake-up call for and click on the blue icon on the right-side of the line. In this example we will be setting a wake-up call for Room 101.

3. Once you have clicked on the blue you will see a menu. Click on the View Individual Settings option in the drop down menu.

Navigating the Wake-Up Call

Click on the reminders icon in the lower right of the new window that has popped-up.
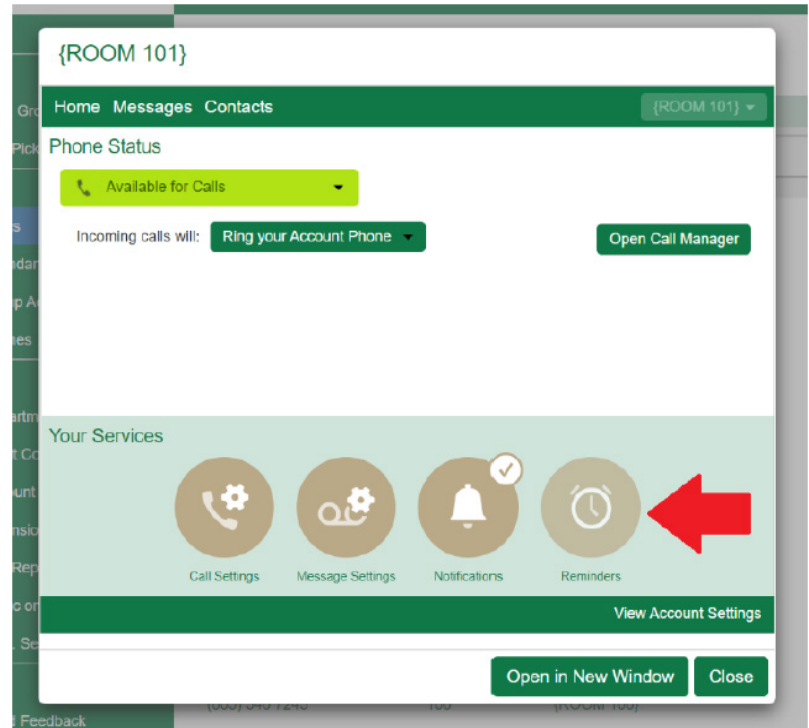
In the new window you will see the reminder window along with any wake-up calls that have already been setup. You can setup multiple reminder calls for an individual.

To delete a specific reminder call press the X on the right-side of the date and time you'd like to remove. To remove all reminder calls press the Clear List button on the top of the window. After either button press you must press Apply to finalize your choice.
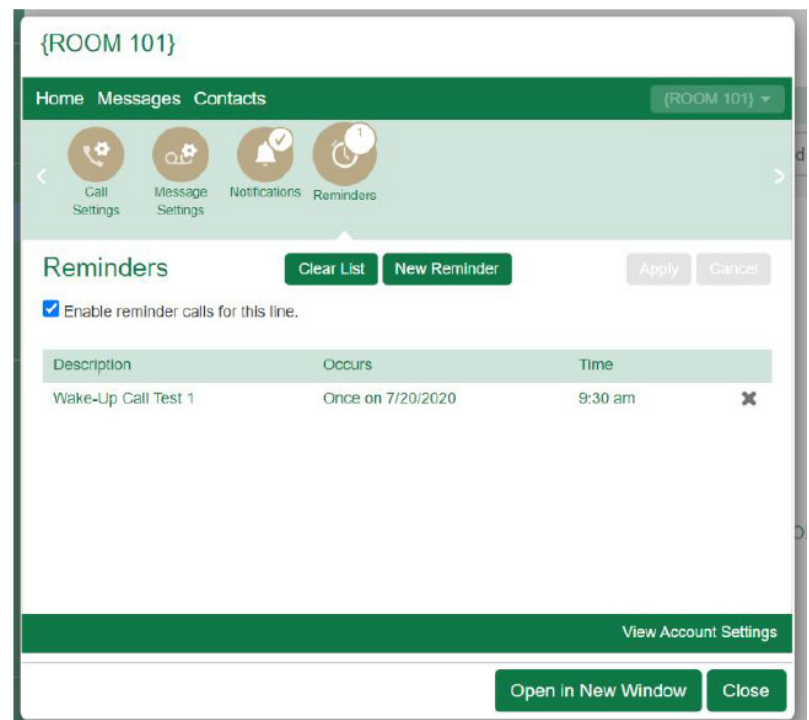
To Set A Wake-Up Call

Click on the New Reminder button to bring up the New Reminder window. The window will let you setup a single wake-up call or a repeating reminder call. You can also setup a custom greeting if you like, or you can leave the system greeting in place.

Under occurs select the option "Once on.." to set a single call.

You can then set a date and time for the call. Once you have done so press the Add button to be take back to the reminder calls section.

To finish, click the Apply button. You must click apply to save your wake-up call changes!

We're Here to Help

If you're unable to find what you need, please contact Customer Care. We are available for assistance 24/7. For any network or technical issues with your service, please contact us at 877.965.7800 or info@uyt.co.

Visit uyt.co for more information!