Welcome and Property Message Guide

STAY1000® Main Menu Welcome, Welcome Channel Welcome and Property Message are standard applications, available at all STAY1000 sites. They can have messages added, via the Back Office Admin Menu, that enable the Hotel to engage their guests when they turn on their guest room TVs.

Welcome Channel Welcome. The Welcome Channel Welcome message is a dual-line generic message on the STAY1000 Welcome Channel. The Welcome Channel Welcome message does not support “guest name” functionality, so this message does not display the guest names.

Main Menu Welcome. Main Menu Welcome is a single-line message on the STAY1000 Main Menu. Main Menu Welcome supports “guest name” functionality so, if desired, it can display room specific guest names.

Main Menu Property Message. The Property Message enables hotels to display text messages to highlight hotel events, provide safety messages and promote hotel amenities to the entire site. This message will appear directly below the Main Menu Welcome message. Property Message supports “guest name” functionality so has the option to display room specific guest names.

Welcome Channel Welcome Configuration

A welcome message such as “Welcome. We hope you enjoy your stay”, can be displayed on the Welcome Channel. This message does not support “guest name” functionality, so must be generic – viewable by all guests. Configure the following steps to configure the Welcome Channel Welcome message:

1. Access the SONIFI Administrative Menus - Back Office Menu.
2. Select Welcome VIW Message from the left navigation pane.
3. The Welcome Channel VIW Message Configuration page opens revealing two areas where messages can be entered.

This document provides steps to configure the Welcome Channel, Main Menu Welcome and Property Message messages that will display on guest TV screens.

Each Property Management System (PMS) vendor handles the guest name information differently. STAY1000 must be able to access the Hotel’s PMS and receive complete guest name data. If the guest name does not display appropriately on the Main Menu screen, contact SONIFI’s 24-hour Technical Assistance Call Center at 1-888-563-4363.
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4. Enter a text message in **Message 1** and **Message 2** if desired.
   
   NOTE: Messages are limited to 32 characters.

5. Click **Confirm Changes** to review entry.

6. Click **Save Changes** to save the message(s) to the system.

**Main Menu Welcome Message Configuration**

A Main Menu Welcome message entered, such as “Welcome to our Hotel” will appear on all guest TV Main Menu screens. If the Hotel’s PMS instance has been configured to communicate and pass guest name data to its STAY1000 System, this message can be personalized to contain guest names specific to each guest room.

Complete the following steps to configure the Welcome message:

1. Access the SONIFI Administrative Menus - **Back Office Menu**.
2. Select **Property Specific Information** from the left navigation pane.
3. From the revealed Property Specific Information Configuration page locate the **Interactive Message Configuration** area.

4. Type the Welcome message in the **Interactive Welcome Message** field.
   - This field supports a maximum of 32 characters.
   - The welcome can be personalized, if Hotel PMS and STAY1000 are configured for this option, to include the guest’s name by adding tags to the message:
     - Add the tag `[fName]` to display the guest’s first name and `[lName]` to display the guest’s last name.
     - Example: Welcome `[fName]` `[lName]`. Result: Welcome Bob Jones.
     - Add the tag `[pmsName]` to display the guest’s name as it appears in the hotel’s PMS.
     - NOTE: The `[pmsName]`, `[fName]` and `[lName]` tags can be used in the Property Message line also, like in the following example.

   - **Using [pmsName]** in the Property Message text box results in the following appearing on the guest TV.

   **Welcome to Corinthian’s SoCal**
   David Larson, please join us for cocktails at 4pm in the lobby.
5. Click the Confirm changes button.
6. Verify the changes (shown in red) are correct.
7. Click the Save Changes button.
8. Check into a guest room to verify the eWelcome message displays as expected.

Each Property Management System (PMS) vendor handles the guest name information differently. STAY1000 must be able to access the Hotel’s PMS and receive complete guest name data. If the guest name does not display appropriately on the Main Menu screen, contact SONIFI’s 24-hour Technical Assistance Call Center at 1-888-563-4363.

Main Menu Property Message Configuration

If the Hotel’s PMS instance has been configured to communicate and pass guest name data to its STAY1000 System, the Property Message message can be personalized to contain guest names specific to each guest room. Complete the following steps to configure the message to display on guest TV Main Menu screens:

1. Access the SONIFI Admin Menus - Back Office Menu.
2. Select Property Specific Information from the navigation tree on the left.
3. Enter the property message in the Property Message field.
   - This field supports a maximum of 166 characters.
   - NOTE: The property message will display in four lines or less on the guest TV’s Main Menu screen.
   - The property message can have tags entered to personalize the message. Refer to Configure the Welcome Message.

4. Click the Confirm changes button.
5. Verify the changes (shown in red) are correct.
6. Click the Save Changes button.
7. Check into a guest room to verify the Property Message is correct.

Each Property Management System (PMS) vendor handles the guest name information differently. STAY1000 must be able to access the Hotel’s PMS and receive complete guest name data. If the guest name does not display appropriately on the Main Menu screen, contact SONIFI’s 24-hour Technical Assistance Call Center at 1-888-563-4363.