

# Setting up and using concierge

## Overview

Concierge functionality in Entry allows a Premium Monitor user to take the roll of an attendant, porter or door security.

Enabling concierge at an Entry Premium Monitor provides the following functionality:

- The concierge can make outgoing calls to a non-concierge Entry monitor
- The concierge can send text messages to non-concierge Entry monitors
- Non-concierge Entry monitors can place calls to the concierge – can be restricted
- Non-concierge Entry monitors can divert calls to the concierge – can be restricted



Concierge functionality can only be enabled on an Entry Premium Monitor.  
Note: Concierge is not able to call SIP handsets

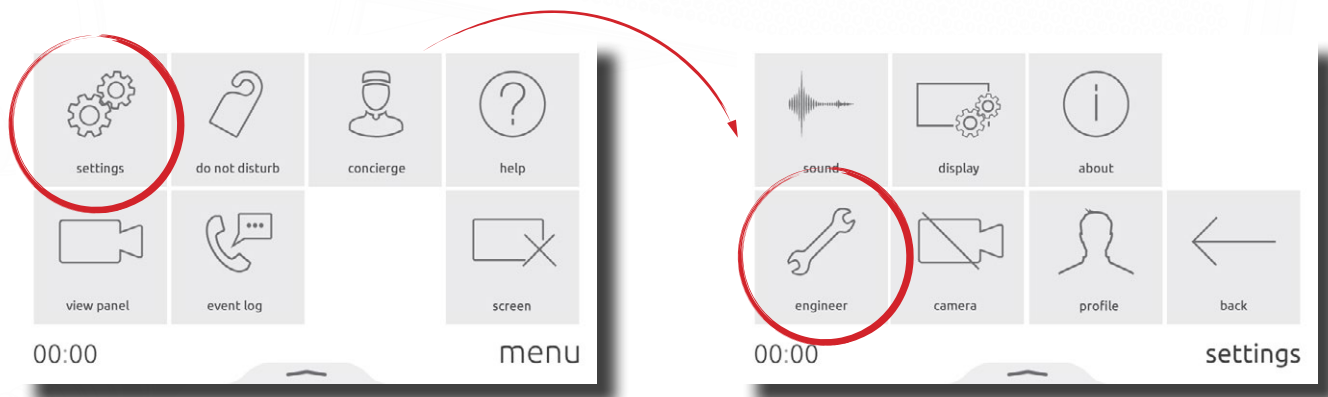
For full concierge support, all hardware must be running software version 2.20 or later. If used in conjunction with Net2 access control software, this must be version 4.27 or later.

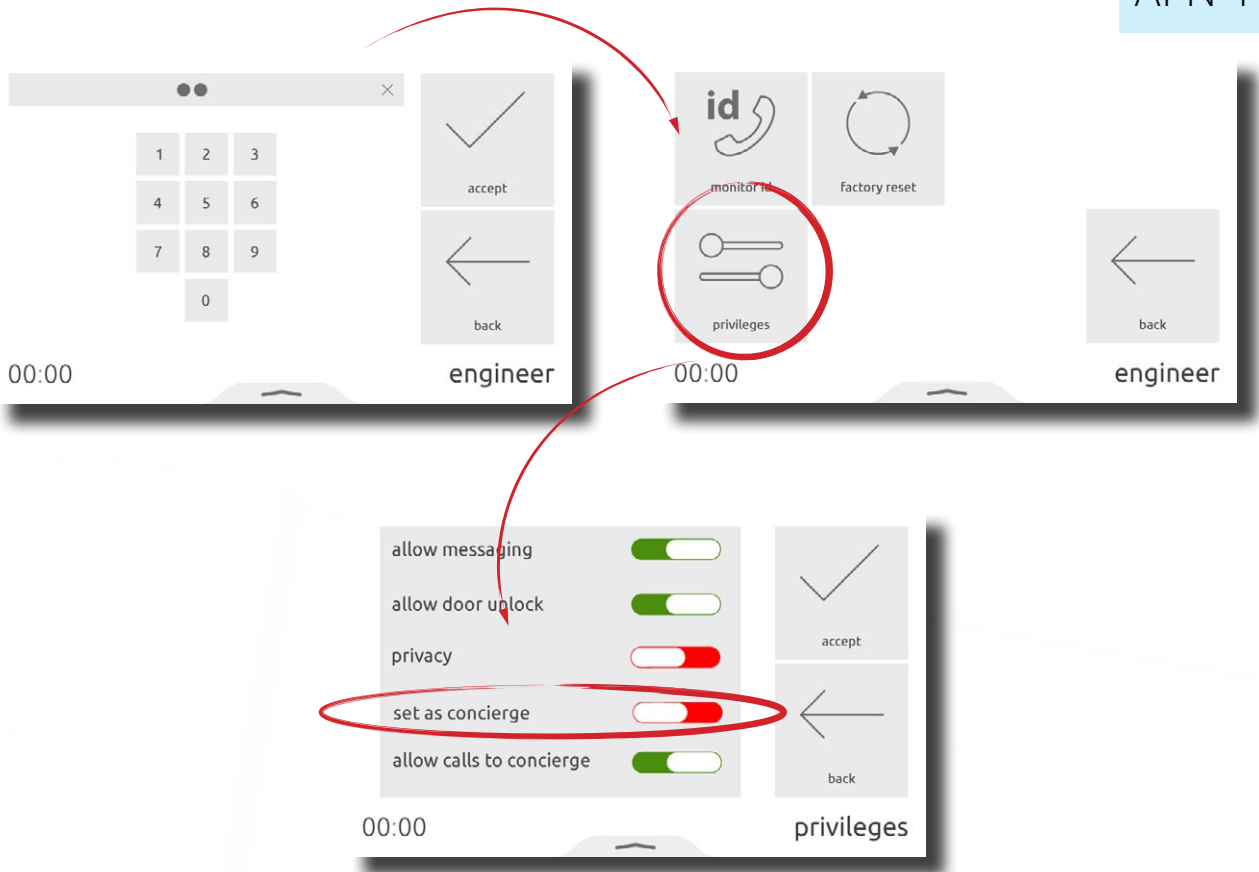
If used in conjunction with Paxton10 software, this must be version 3.2 or higher.

## Setting a monitor as a concierge

The concierge option is within the monitor privileges. You will require your engineer code to access this setting.

From the menu, select **settings** > **engineer** > enter your site **engineer code** > select **privileges** > then touch **set as concierge** so it turns green.





Things to note:

- The concierge will always be located in the main group
- The concierge will inherit the reserved onitor ID of 9999
- Only Entry Premium monitors may be set as concierge

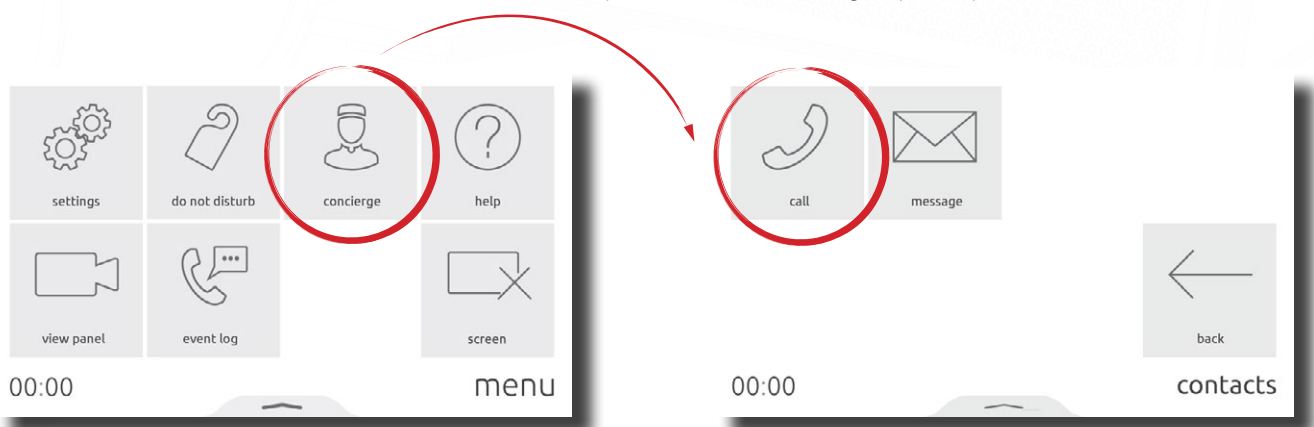
## Concierge functionality

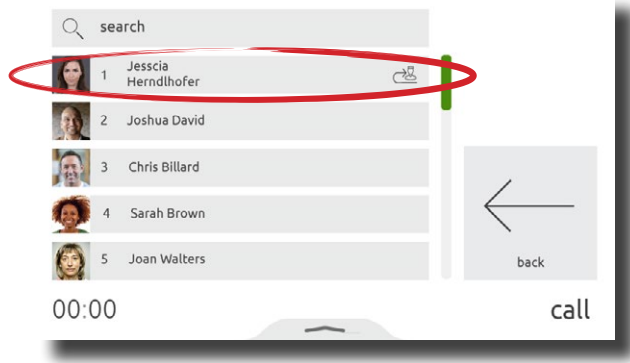
Concierge enabled monitors have the following additional functionality and in-call options.

### Call an occupant

A concierge monitor can initiate a call to a non-concierge Entry monitor.

From the menu, select **'contacts'**, then **'call'**. Select the occupant to call, or touch a group to expand.





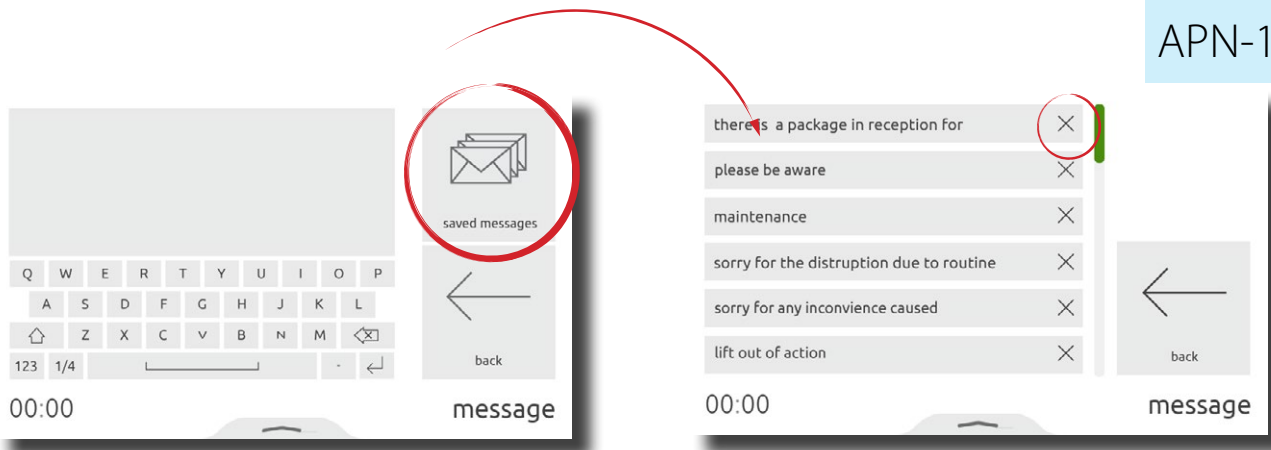
## Message an occupant

A concierge can send a text message to one, or multiple, non-concierge Entry monitors.

From the menu, select **'contacts'**, then **'message'**. Check the box next to the occupant(s) to send a message to, or touch a group to expand, then touch **'message'**. Type the required message, or select **'saved messages'** to use an existing message, then touch **'send'**.

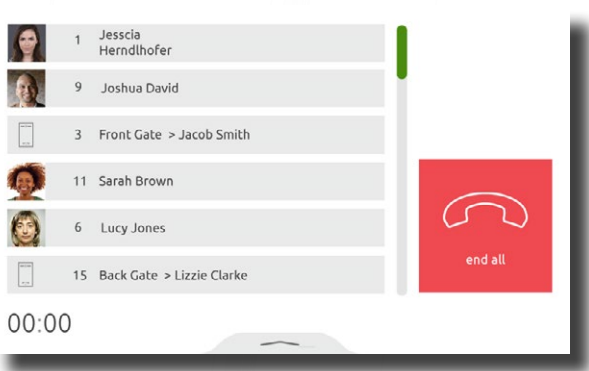
Messages are automatically saved when sending or going back a step – remove a saved message by viewing **'saved messages'**, then clicking the **'x'** next to a message.





### Multiple call handling

When there are multiple incoming calls, the concierge has the ability to choose which call they answer, allowing monitor and panel calls to be prioritised.

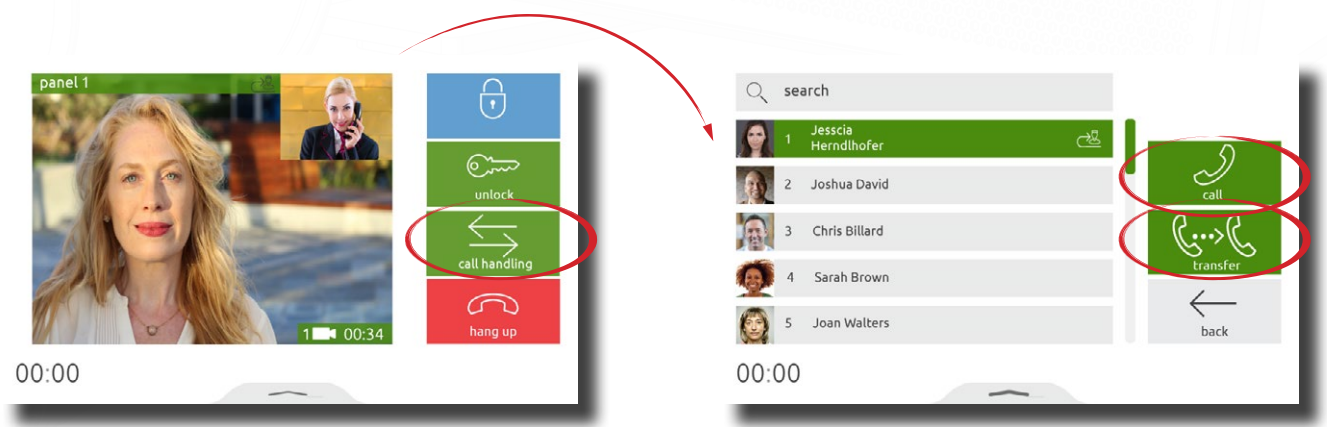


### Transfer a call

When in call with a panel, a concierge can forward the call to an occupant, or can place the panel on hold while the concierge speaks to the occupant.

While in call with a panel, select **call handling**, then touch the occupant to **call** or **transfer** the call to, followed by the relevant action.

If the call is transferred, the concierge leaves the call. If the concierge calls the occupant themselves, the panel is placed on hold – hanging up will re-instantiate the call with the panel, alternatively the occupant can then be transferred to the panel.

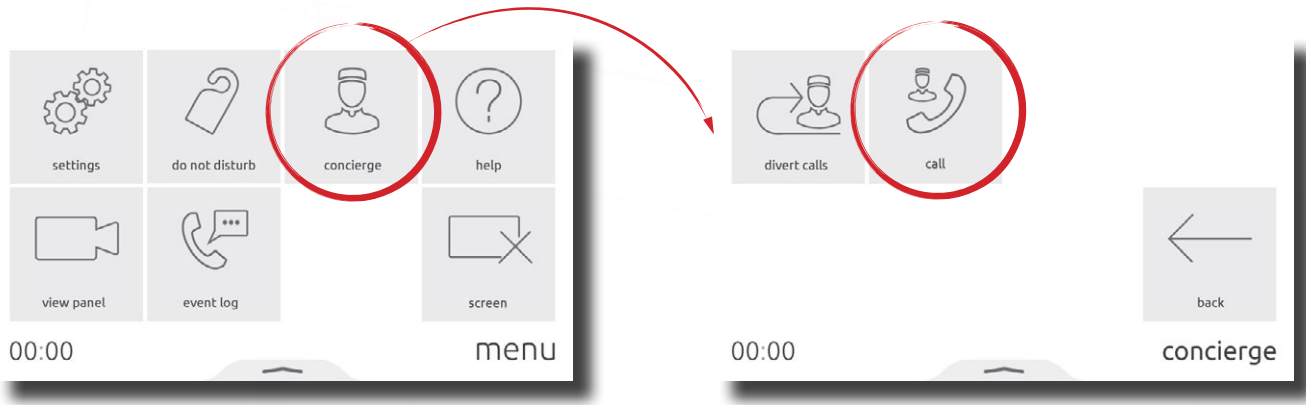


When a concierge exists on a site, a 'concierge' option will appear to all non-concierge monitors. This option can be disabled at each monitor via privileges.

## Call concierge

A monitor can initiate a call with the concierge.

From the menu, select **concierge**, then touch **call**



## Divert calls

Calls to a monitor can be automatically diverted to the concierge, either on a daily schedule or for a set time.

From the menu, select **concierge**, then touch **divert calls**.

Select **now** to divert all calls to concierge indefinitely, or select a timed option to return call functionality after the specified time.

Alternatively, touch **scheduled** to automatically divert calls at set times throughout the day.

While in Divert calls mode, calls from the concierge will still be received at the monitor.



