

The Samsung logo, consisting of the word "SAMSUNG" in a bold, sans-serif font, is enclosed within a black oval shape.

Product Bulletin

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Since releasing the DCS Hotel / Motel software, Samsung Telecommunications America (STA) has received several calls regarding the Room Bill printout. These calls have been in reference to, incomplete, multi page printouts, resulting in lost room billing information. These incomplete printouts have always been associated with long term check ins.

In each case, it was suggested that the printer's input buffer be researched and the printer be replaced with a model with more input buffer space. In each case, replacing the printer with one offering more buffer space, cleared the trouble.

This is happening because the DCS output (HM REPT) is strictly an output and there is no handshake information between the system and the printer. This means the DCS sends all of the Room Bill information at once. Thus the need for a printer with ample input buffer space.

Upon further testing and research it has been found that each page of a Room Bill printout, at the default setting (50 lines per page), contains approximately 3K of information. Our research indicates that the average Room Bill printout consists of 1 to 3 pages of information. This would represent approximately 8K to 10K of information. In an extended stay scenario, Room Bills can be up to 6 pages. This would represent 18K of information. It is our recommendation that a printer with 20K or more input buffer space, be used. This should offer ample buffering for the DCS output information.

Samsung Telecommunications America (STA) has had success with the OkiData, Microline 320 model, in our offices and labs. This model comes with 28K of buffer memory.

Note: In the case of an extended stay, it is recommended that a print out of the guest room bill be made prior to actually checking the room out. This is to ensure that the buffer is sufficient and that all of the billing data for that room prints. This is accomplished by pressing the Check Out key, enter the room number and then choose the Room Print option. (Right soft key)