

Documentation

HiPath 1100 Small Hotel Application Operating Instructions



Communication for the open minded

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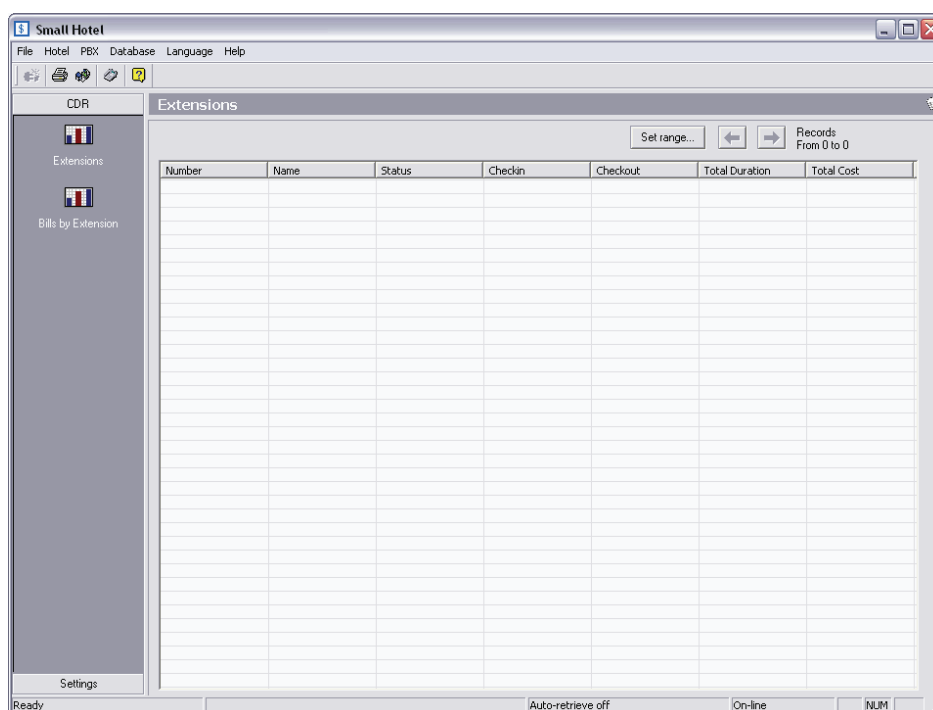
1 General

Introduction

The PBX Small Hotel Application is an application for retrieving call charge data generated by the PBX system. The PBX can store up to 1500 items for HiPath 1220 and up to 1250 items for HiPath 1100 of call charge data (data records) in its internal memory. Before this data can be processed, it must first be transferred from the PBX database to the local Small Hotel Application database.

Please refer to the main [Features](#) for further information on the program's capabilities.

Normal view after activating **Small Hotel Application**:



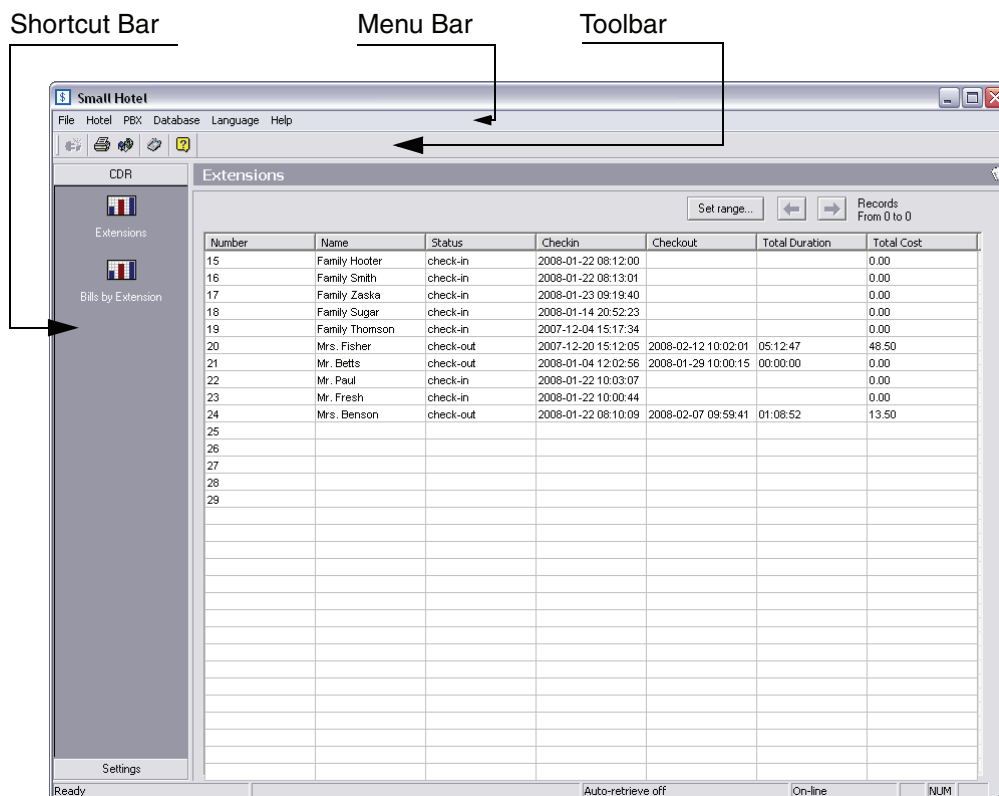
The Small Hotel Application is a client application, which like all PBX applications, communicates with the PBX system via the PBX communication server (CommServer).

1.1 Features

- **Retrieve Data:**
The Small Hotel Application is able to retrieve all call detail records stored in the internal system memory. Every CDR (Call Detail Recording) retrieved from the PBX is stored for further use in the local Small Hotel Application database.
- **Manage Database:**
This feature allows the user to view the internal buffer of the PBX and either completely or partially erase its contents.
- **Create CDR Report:**
A report can be generated for all records that are stored in the local database (after being retrieved from PBX). The individual items of information are presented in a list.
- **Export Data:**
All data recorded in the CDR Report (excluding graphics) can be exported to an external file in CSV format. This is a text file format in which the individual fields are separated by semicolons (;). This file can easily be read by any other application (such as MS Excel).

1.2 User Interface

All Small Hotel Application features can be accessed from the menu bar, shortcut bar, and toolbar.



Shortcut bar

The Small Hotel Application features two shortcut bars, in which the most frequently used functions are represented as icons.

- CDR
Contains the most important items in the "CDR" menu.
- Settings:
Contains configuration settings for Access Password, connection settings and settings for data retrieving from the PBX.

Menu bar

The menu bar offers a range of menu items from which you can select the following functions (functions with icons are also available in the toolbar).


File

Hotel

PBX

Database

Export...
 Print...
 Print Preview
 Exit


 Retrieve Unread Data...
 Buffer Management...

Maintenance...

Language





English
 French
 Italian
 Portuguese

Help


 Small Hotel Applica-
 tion Help...
 About Small Hotel
 Application...

Toolbar

The toolbar features the following icons for the most frequently used functions.

| Icon | Function in the toolbar | Shortcut bar | Menu bar |
|---|----------------------------|--|--|
|  | Print | — | File <ul style="list-style-type: none"> Print... |
|  | Retrieve PBX Data | — | PBX <ul style="list-style-type: none"> Retrieve Data |
|  | Show/Retrieve Station Name | Settings <ul style="list-style-type: none"> Station Name | |
|  | About | — | Help <ul style="list-style-type: none"> About Small Hotel Applica- tion |


1.3 Starting the Small Hotel Application

The Small Hotel Application can be activated via "Start/Programs/HiPath 1XX0/Small Hotel" or the  icon on the desktop.

If the Small Hotel Application is being activated for the first time it must be configured before it can exchange data with the PBX system.


1.3.1 Initial Configuration of the Small Hotel Application


Please proceed as follows when starting the Small Hotel Application for the first time:

| Step | Description |
|------|--|
| 1. | Start the communication server (see Windows status bar ) |
| 2. | Check if the necessary entries have been made in the Communication Server field in the Connection Settings dialog (shortcut bar Connection Settings Window Settings -> Connection). In the input field Server -> <Server Name e.g. KERMIT. In the input field Port -> 3100 . |

1.3.2 Brief Summary of How to Generate a CDR Report

Requirements

- The communication server must be running (see Windows status bar )
- Information about the communication server was checked in the [Connection Settings Window](#) when the Small Hotel Application was started for the first time.

| Step | Description | | siehe |
|------|---|---|-----------|
| 1. | Retrieving Call Charge Data from PBX. |  | Chapter 3 |

1.4 Unify Small Hotel and Accounting Tool Databases

The Small Hotel database will be unified with the Accounting Tool, with the objective of easier administration and visualization of the tickets and consistency within Small Hotel and Accounting Tool. Both applications would receive the bill and store it in the same database and in addition both applications could recognize the bill captured by the other one.

The applications can't run simultaneously.

The unified database will be stored by default in the path:

"C:\Documents and Settings\All Users\Application Data\Siemens\HiPath 1100\Accounting Manager\Databases\"

Never delete any of these folder or files, because doing this may cause important data from billing to be lost!

If the user uninstalls Applications (Accounting or Small Hotel) the database files will not be removed from PC to preserve bill charge information.

1.5 TAPI strings for Check in/Check out and Wake-up

Check In/Check out via TSP

The check in and check out feature activation will be supported via TAPI. With this implementation, it will be possible to mark a given extension as checked out or checked in – when the feature Hotel is activated – using the procedures described below:

- Check in = "03|*A001|extension number|"
- Check out = "03|#A001|extension number|"

Wake-up via TSP

The option 4 of the timer reminder feature will be supported via TAPI. The option 4 of the timer reminder feature sets the timer reminder call to ring at a given date and hour. With this implementation, it will be possible to set the option 4 of the timer reminder feature using the procedures described below:

- Turn timer reminder on for a specific date = "03|*464|DDMMhhmm|"
- Turn timer reminder off = "03|#46|"

2 Check In and Check Out

General

The Small Hotel Application provides the most important information needed to monitor and bill the hotel guest's use of a telephone extension line.

- **Number:**
The telephone number of the extension line (usually the room number).
- **Name:**
The name of the guest can be entered here.
- **Status:**
This shows whether the extension line is set to check in or check out.
- **check-in:**
The exact time (to the second) and the date is shown of when the check in was made.
- **check-out:**
The exact time (to the second) and the date is shown of when the check out was made.
- **Total Duration:**
The total duration of the extension line use is shown here.
- **Total Cost:**
The total cost of the extension line use is shown here.

Prerequisites

The system must be set as a Hotel system, which is done by setting the system flag on the system basis.

This flag can be configured via the HiPath Manager or via the Programming Extension.

When the system flag is set, all extensions on the PBX will, by default, be checked out, except for the first system phone which will be free for reception desk use.

If the switch is set as a Hotel system "Small Hotel" will appear in the menu of the reception phone (optiPoint).

2.1 Operation: check in

1. To "check in" an Extension choose the option "Small Hotel" in the menu of the reception phone (OpenStage or optiPoint).
2. The menu will request the Extension number.
Enter the Extension number.
3. "Check In?" or "Check Out?" will appear in the display. This depends on the current status of the Extension. If it is already set to check-in than the option "Check Out?" will appear.
4. Press the OK button.
If the Extension status was set to check-out before than it will now be set to "Check In?".

2.2 Operation: check out

1. To "check out" an Extension choose the option "Small Hotel" on the reception phone (OpenStage or optiPoint).
2. The menu will request the Extension number.
Enter the Extension number.
3. "Check In?" or "Check Out?" will appear. This depends on the current status of the Extension. If it is already set to check out the option "Check In?" will now appear.
4. Press the OK button.
If the Extension status was set to check in before than it will now be set to "Check Out?".




As long as an extension is set to check out no external numbers can be performed.
Emergency and internal calls can however be made.
As soon as the extension is set to check in external calls will be authorised.

3 Retrieving Call Charge Data from PBX

The following options are available:

- [Retrieving Call Charge Data Manually](#)
- [Automating Call Charge Data Retrieval](#)

3.1 Retrieving Call Charge Data Manually

The PBX system can store up to 1500 records of call charge data in its internal buffer. To store these records in the Small Hotel Application database, they must be retrieved from the PBX. This can be performed from the toolbar via the  icon or the from the menu bar via **PBX -> Retrieve Data**.

As soon as a data record has been retrieved from the PBX, it is marked as "read" (the data record is not removed from the PBX internal buffer). The next time that "*Retrieve Data*" is executed by the user, the PBX will provide only the "unread" data. If the Small Hotel Application is being used on several PCs (not recommended), data may be lost since CDRs retrieved by Small Hotel Application A are no longer available for Small Hotel Application B (since they are marked as "read").



PBX can only be connected to one active Small Hotel Application (in other words, the retrieval of several CDRs at the same time is not permitted).

Remarks

- Retrieving call charge data from the PBX will not delete the buffer contents.
- When the PBX internal buffer is full (all 1500 records are in use), the system starts overriding the older records (data will be lost). Ensure that you make constant requests for data retrieving in order to preserve data in the Small Hotel Application database. The Small Hotel Application can be configured to automatically retrieve data from the PBX system (see [Section 3.2, "Automating Call Charge Data Retrieval"](#)).

See also

Retrieving the whole contents of the PBX buffer "[Section 6.2, "Managing the PBX CDR Data Buffer"](#)".

3.2 Automating Call Charge Data Retrieval

By default, the Small Hotel Application receives the CDR data from the PBX. The CDR data is stored in the PBX until a check in or check out event will start. See [Section 5.3, "Connection Settings Window"](#) for instructions on how to use this feature.

4 Generating CDR Reports

General

PBX contains a buffer that can store up to 1500 records of call charge data. Once this limit is reached, the call charge data memory is overwritten.

Once retrieved, this data is sent to the Small Hotel Application (see [Chapter 3, "Retrieving Call Charge Data from PBX"](#)).

Call charge data retrieved from PBX is first stored automatically in the local Small Hotel Application database and then retrieved from there.



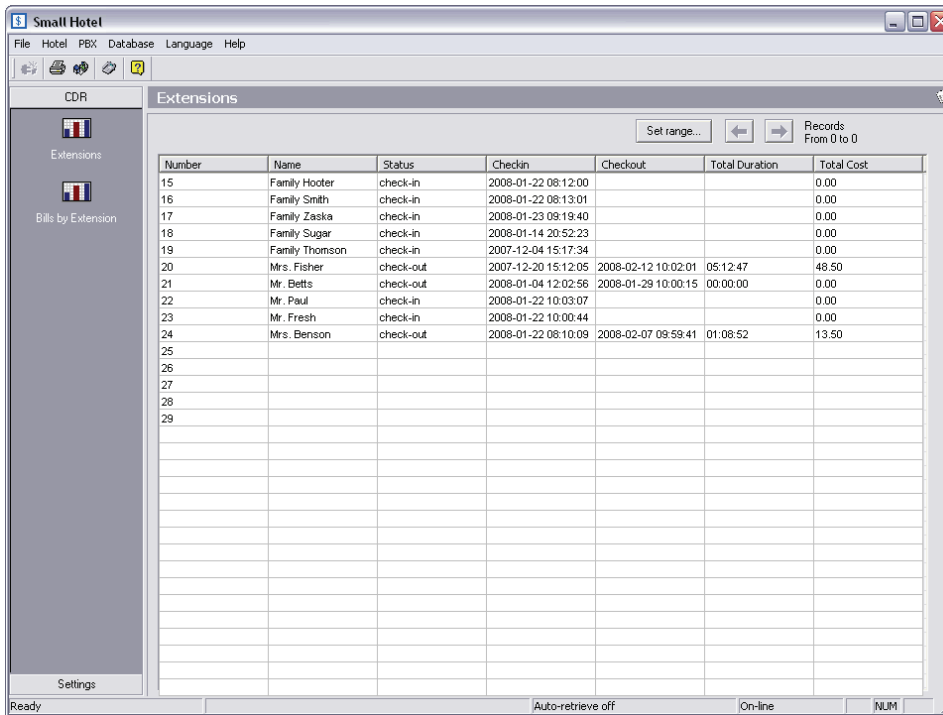
The PBX system can only be actively connected to one Small Hotel Application (i.e. multiple CDR connections are not permitted).

Using the following options in the short cut bar, users can display the call charge data stored in the local Small Hotel Application database .

4.1 CDR Report

The CDR Report allows you to view the call charge data stored in the Small Hotel Application database. The following figure illustrates normal view after activating Small Hotel Application. Once the data is listed in the CDR Report, you have the following options: [Printing Data](#) or [Exporting Data](#).

Display



Specific Extension

To show just one Extension or to print out a bill for a guest, double click one specific line. The Report change to a total time and total cost overview.

| Start Date Time | Total Duration | Total Cost |
|---------------------|----------------|------------|
| 2007-03-04 00:00:00 | 00:01:00 | 1.00 |
| 2007-03-04 10:00:00 | 00:01:00 | 1.00 |
| | 00:02:00 | 2.00 |

Print-out view

Accounting Manager Extension: 102 -


| Start Date Time | Total Duration | Total Cost |
|------------------------|-----------------|-------------|
| 2007-03-04 00:00:00... | 00:01:00 | 1.00 |
| 2007-03-04 10:00:00... | 00:01:00 | 1.00 |
| | 00:02:00 | 2.00 |



CDR records are not displayed in the following case:

The Small Hotel Application database is empty. To display data, the CDR records must be retrieved from the PBX
(See also [Chapter 3, "Retrieving Call Charge Data from PBX"](#)).

4.1.1 Printing Data

The CDR records for the CDR report displayed on the screen can be printed from the menu bar via **File -> Print** or via the  icon in the toolbar.

4.1.2 Exporting Data

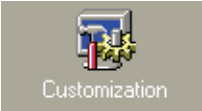
The CDRs (call detail records) shown in the CDR Report can be exported to an external file. This feature can be activated via the **File -> Export...** menu. The data is exported in CSV format, in which the individual fields are separated by semicolons (;). This file can easily be read by any other application (such as MS Excel).

The result CSV file will have the exactly format shown at the CDR (except for the column WCOS which is not available), additional columns that exist only at Small Hotel won't be exported.

The Logs generated with the export containing all the calls stored at the folder "...\\HiPath 1100\\SmallHotel\\Log\\", was included inside a new table at the Small Hotel database.

5 Settings

Using this shortcut bar option, you can change the configuration of the Small Hotel Application.



Used for change common customer data, see [Section 5.1, "Customization Settings Window"](#).



Used for factor configuration, see [Section 5.2, "Factor Configuration Settings Window"](#).

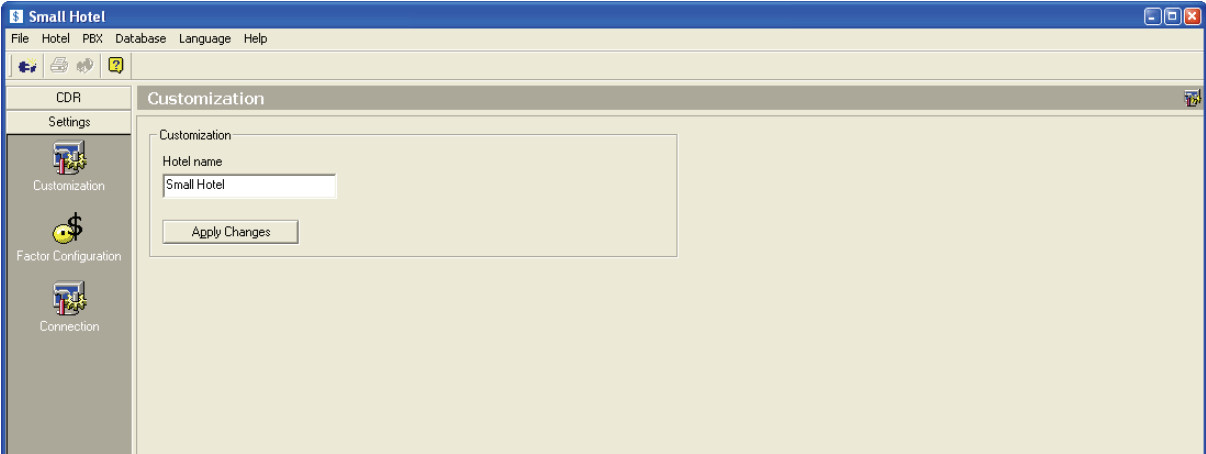


Used for configuring Small Hotel Application for communicating with the PBX system, see [Section 5.3, "Connection Settings Window"](#).

5.1 Customization Settings Window

At the Customization Settings panel the use enters the Hotel name to be shown in the header of the bill printing and export files, by default the name "Small Hotel" is displayed.

Display

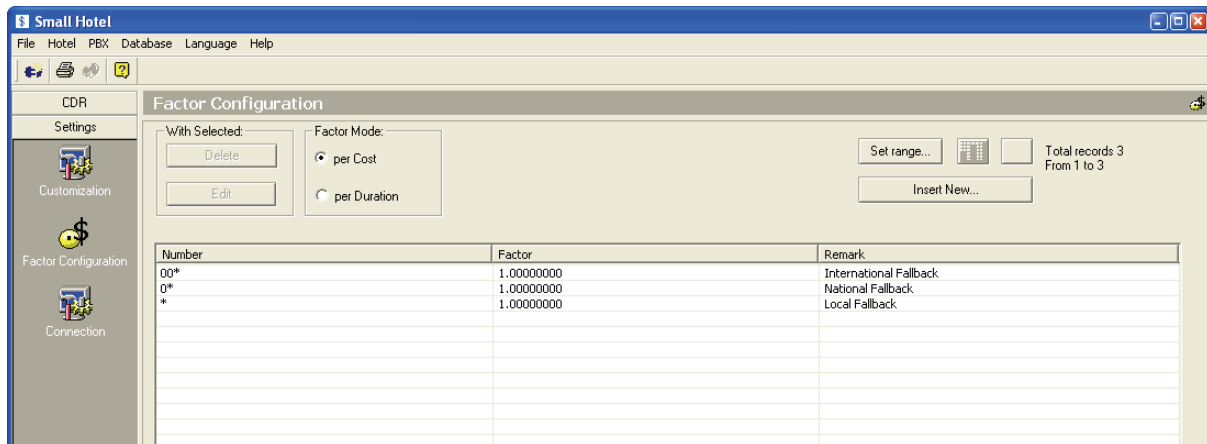


5.2 Factor Configuration Settings Window

Through the factor configuration view the user can configure the factor automatically assigned to the calls.

The factor mode defines the way the factor is used to calculate the bill. The factor mode can work in two ways: per Duration or per Cost.

Display



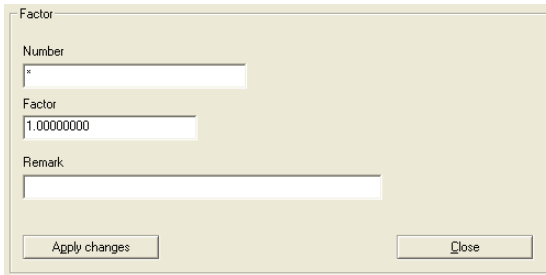
If **Factor Mode** is in **per Duration** mode, the factor will multiply the duration (in minutes) to calculate the cost. If the **Factor Mode** is in **per Cost** mode, the factor will multiply the cost to calculate the resulting cost. The automatic assignment of factors to the called number is done by checking the called number against a list of number prefixes which each of them has an associated factor.

In the Factor configuration view, the list of number prefixes has three columns:

1. Number - that contains the number prefixes.
2. Factor - that contains the multiplier.
3. Remark - that contains any annotation about the number prefix or factor.

The international, national and local prefixes are default items and cannot be removed.

Other prefixes can be inserted using the **Insert New** button, see in the picture below the panel to create new rules.



The screenshot shows a dialog box titled "Factor". It contains three input fields: "Number" with a "+" sign, "Factor" with "1.00000000", and "Remark". At the bottom, there are two buttons: "Apply changes" and "Close".

As incoming calls arrive, their prefixes are compared with international, national and local prefixes and inserted as new prefixes using the original international, national and local prefixes factors as template.

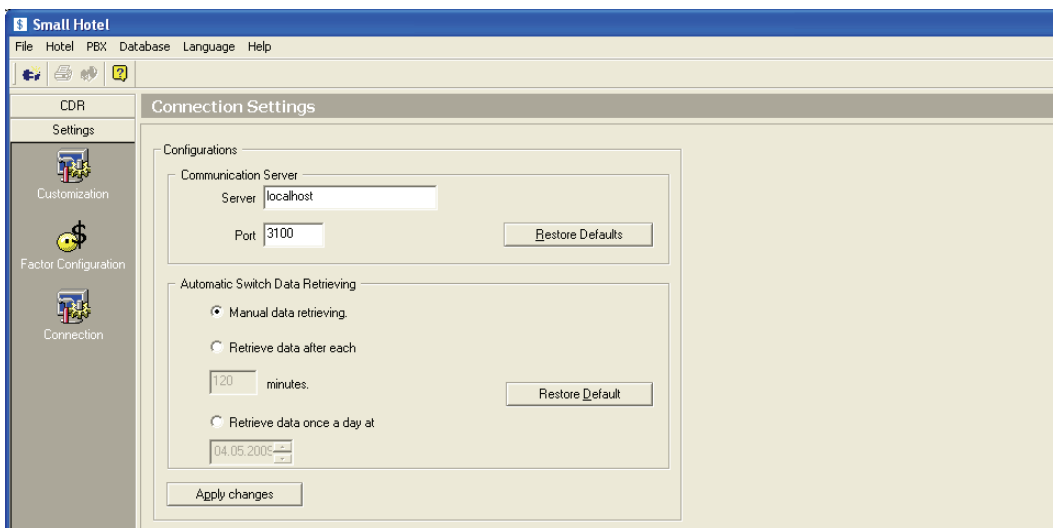
The user can delete prefixes using the **Delete** button.

5.3 Connection Settings Window

The Small Hotel Application is connected to PBX via the PBX communication server. The "Connection Settings" window displays the connection data for the PBX communication server, which is automatically installed with the software.

In addition, the "Connection Settings" window can be used to automate the retrieval of CDR data from PBX.

Display



The following server settings are automatically made during installation:

If the communication server and the Small Hotel Application were installed on the same PC, you do not need to specify anything in the **Communication Server** field.

- The **Server** input field contains the IP address or the name of the communication server (default setting such as **localhost**).
- The **Port** input field (default setting such as **3100**) is used to assign the port via which Small Hotel Application and the communication server are to communicate.
- The **Restore Default** button allows you to revert to the default values (Small Hotel Application and the communication server are installed on the same PC).

The following options are available for data retrieval in the field **Automatic Switch Data Retrieving**:

- **Manual data retrieving** (default setting)
CDR data can only be retrieved from the PBX if requested (see [Section 3.1, "Retrieving Call Charge Data Manually"](#)).

- **Retrieve data after each minutes** (data retrieval at a fixed time interval).
This option allows the user to automate the CDR retrieving process.
The interval is set in minutes.
- **Retrieve data once a day at** (data retrieval once a day at a specific time)
This option allows the user to automate the CDR retrieving process. If activated, data is retrieved once a day at a specific time.
- The **Restore Default** button allows you to revert to the default setting (**Manual data retrieving**).

Remark:

In the automatic data retrieval mode, only the CDRs marked as unread will be retrieved from the PBX system.

6 CDR Database Management

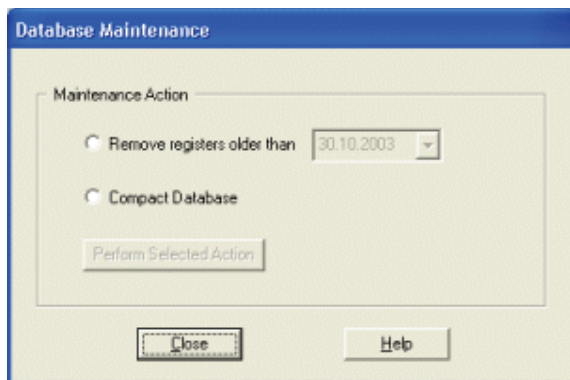
The following functions are available:

- [Managing the Small Hotel Application CDR Database](#)
- [Managing the PBX CDR Data Buffer](#)

6.1 Managing the Small Hotel Application CDR Database

In the **Database Maintenance** dialog, you can edit the Small Hotel Application data records. To open the database maintenance dialog, select **Database -> Maintenance...** from the main menu.

Display



The following options are available:

1. **Remove registers older than**
This option allows the user to delete older records (CDR data). To do this you must enter a date. All records that were created before the specified date are permanently removed from the database.
2. **Compact Database**
The size of the Small Hotel Application database changes through the constant addition and deletion of records. This function is used to compact the database.

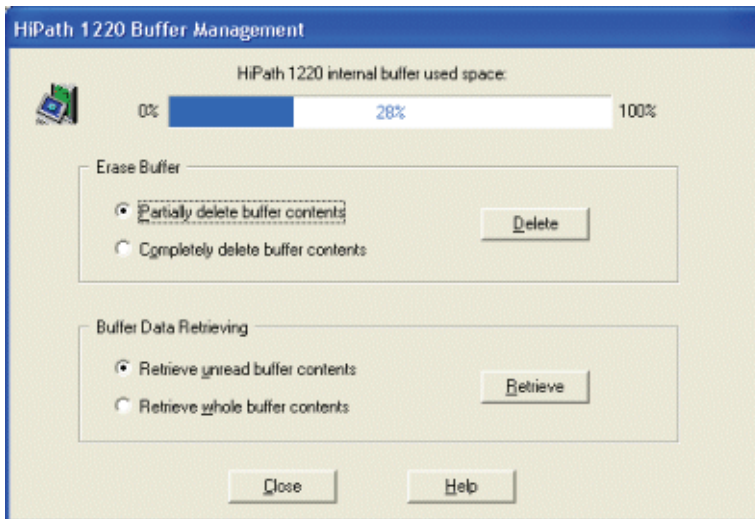
Remark

These functions significantly influence the performance of the Small Hotel Application. If, while using the application, you find that it takes too long to create graphics or display filter-controlled reports, check whether the database contains too much data. You might consider removing older records. If the size of the database could not be reduced by deleting older data, execute the **Compact Database** function.

6.2 Managing the PBX CDR Data Buffer

This function can be activated from the menu bar (**PBX -> Buffer Management**). The **Buffer Management** dialog displays how much of the PBX internal buffer is currently being used. In this dialog, the user can also perform some basic operations relating to the buffer.

Display



The following functions are available for managing the PBX CDR buffer:

- **Partially delete buffer contents**
This function permanently removes CDRs from the PBX internal buffer. Only the 500 newest CDRs are kept in the buffer.
- **Completely delete buffer contents**
This function permanently removes the entire content of the PBX internal buffer.
- **Retrieve unread buffer contents**
This function retrieves all of the CDRs stored in the internal buffer that are not marked as "read" (as soon as a record is read, it is marked as "read").
- **Retrieve whole buffer contents**
This function retrieves all the CDRs stored in the PBX internal buffer (all CDRs are retrieved, even the ones marked as "read").

Remark

PBX contains a buffer that can store up to 1500 CDR records. If the buffer is full, the oldest data record will be deleted when creating a new one. For this reason, the PBX internal buffer generally does not need to be deleted.

If the buffer does have to be deleted (a security prompt is always displayed for this), bear in mind that this will also delete any unread CDRs that have not yet been retrieved from the PBX internal buffer. If these CDRs are not retrieved before the content of the PBX internal buffer is erased, the deleted data will be irrecoverably lost.

For this reason, you should always retrieve any unread CDRs before proceeding with deletion. For further information on retrieving CDRs (see [Chapter 3, "Retrieving Call Charge Data from PBX"](#)).

The PBX system must be connected to the communication server. If this is not the case, an error message is displayed.

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