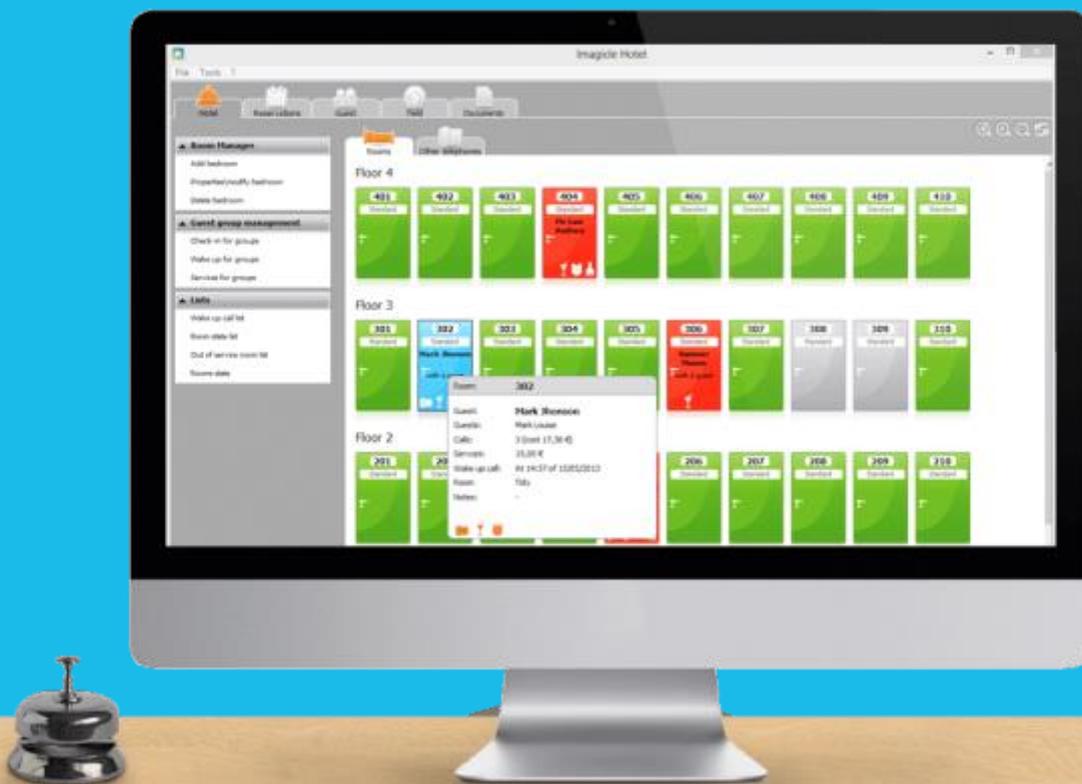


# Imagicle Hotel. Generic TAPI module Configuration Guide

2016





## Contents

<b>1</b>	<b>SUPPORTED PBX SYSTEMS. ....</b>	<b>5</b>
<b>2</b>	<b>BASICS.....</b>	<b>6</b>
<b>3</b>	<b>BLUE’S HOTEL PRO CONFIGURATION.....</b>	<b>7</b>
<b>4</b>	<b>WHAT TO DO IF.....</b>	<b>10</b>
	4.1.1 Blue’s Hotel Pro does not run basic functions .....	10
<b>5</b>	<b>TECHNICAL SUPPORT – AFTER SALE SERVICE.....</b>	<b>11</b>



## Imagicle Hotel.

The software you have always been longing for to manage your hotel!

Blue's Hotel Pro is the ideal solution for small and medium Hotels.

Integrated with the telephone system, equipped with call billing, the easiest application on the market to manage hotel services from the PC (no codes from the operator telephone required).

Blue's Hotel manages reservations, shows the room state, handles single or group check-ins and check-outs, sets up and verifies wake-up calls, charges extra services, prints a complete and easy to read bill in a mouse click.

Blue's Hotel Pro is scalable and is available in different versions, according to the number of extension installed in your premises: from 12 to 500 extensions. For more than 500 extensions, it is recommended to perform a telephone cost analysis: Blue's Professional Advance includes Blue's Hotel Pro, for both call cost statistics and hotel services.

## 1 Supported PBX systems.

Disregard what the PBX brand is, this connection can be setup with a telephone that can be connected to the PBX via TAPI interface.

The PBX will have to support commands in this format:

Prefix + Extension number + Suffix

that is, for instance, in format such as \*53 123 where the suffix can be skipped.

These commands are simply those codes dialed on the operator's telephone in order to perform hotel on the PBX system.

---

**IMPORTANT**

TAPI version 2.0 is required.

---

## 2 Basics.

In order to use the generic TAPI module for the PBX hotel management, a telephone equipped with a TAPI interface is required.

After connecting the telephone to the PC and installing the telephone configuration drivers, proceed with the configuration of Blue's Hotel Pro.

Once the software is correctly configured, it will perform wake-up calls by directly calling the room extension that requires this service. This method only allows one call at a time, but is capable of reading the wake-up call outcome (negative or positive).

The basics are those of providing the software with those codes for blocking and unblocking a room extension. Usually such codes are dialled manually by the telephone operator. The software will automatically send dial the codes by means of the TAPI telephone, thus simulating a manual dialling of the codes.

---

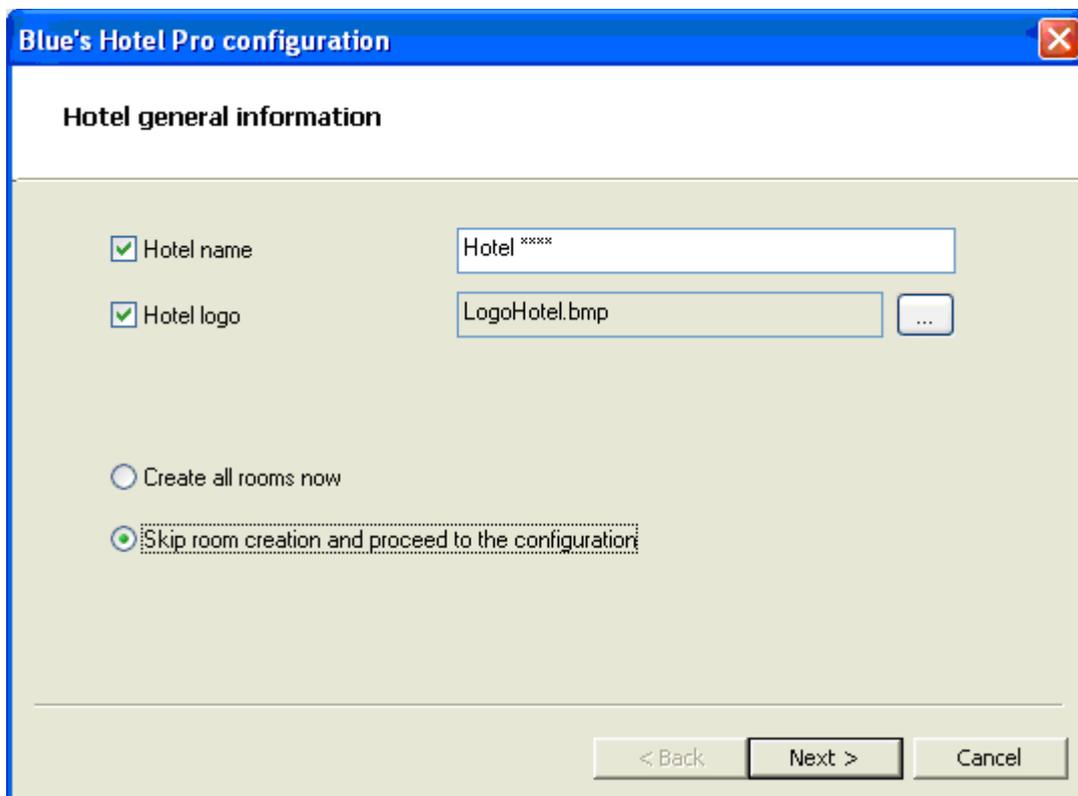
### **IMPORTANT**

The TAPI telephone to be used to run hotel commands must be dedicated in order to prevent malfunctions.

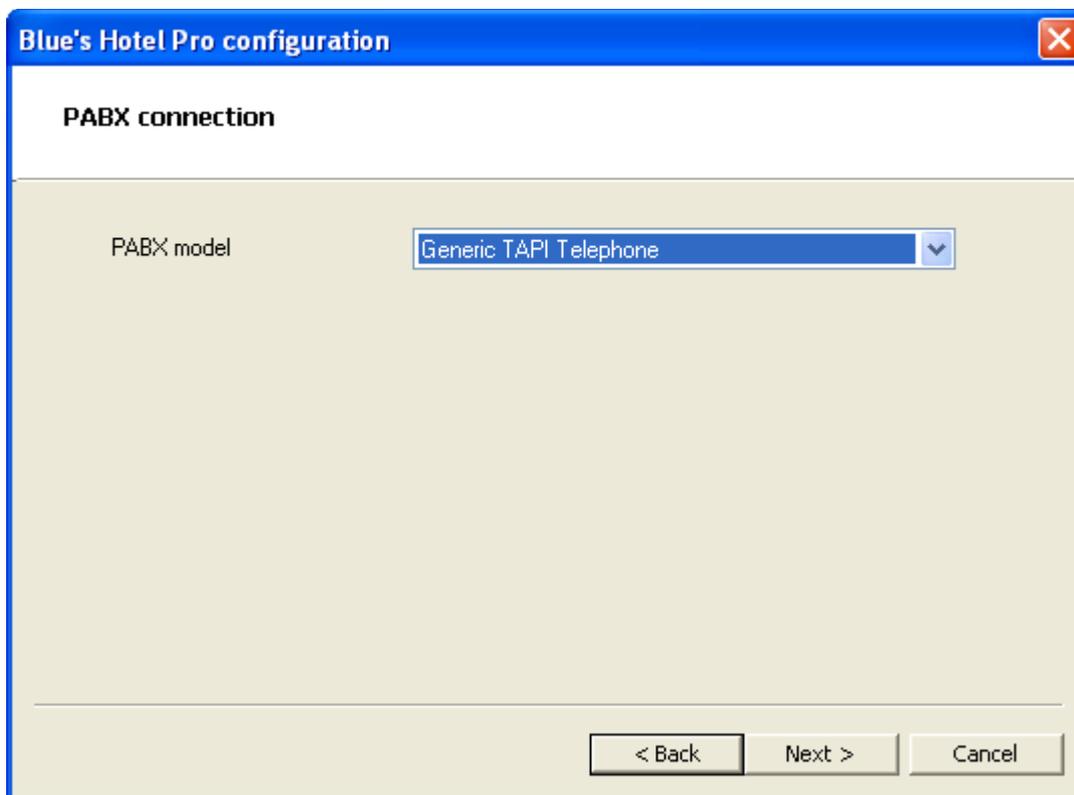
---

### 3 Blue's Hotel Pro Configuration.

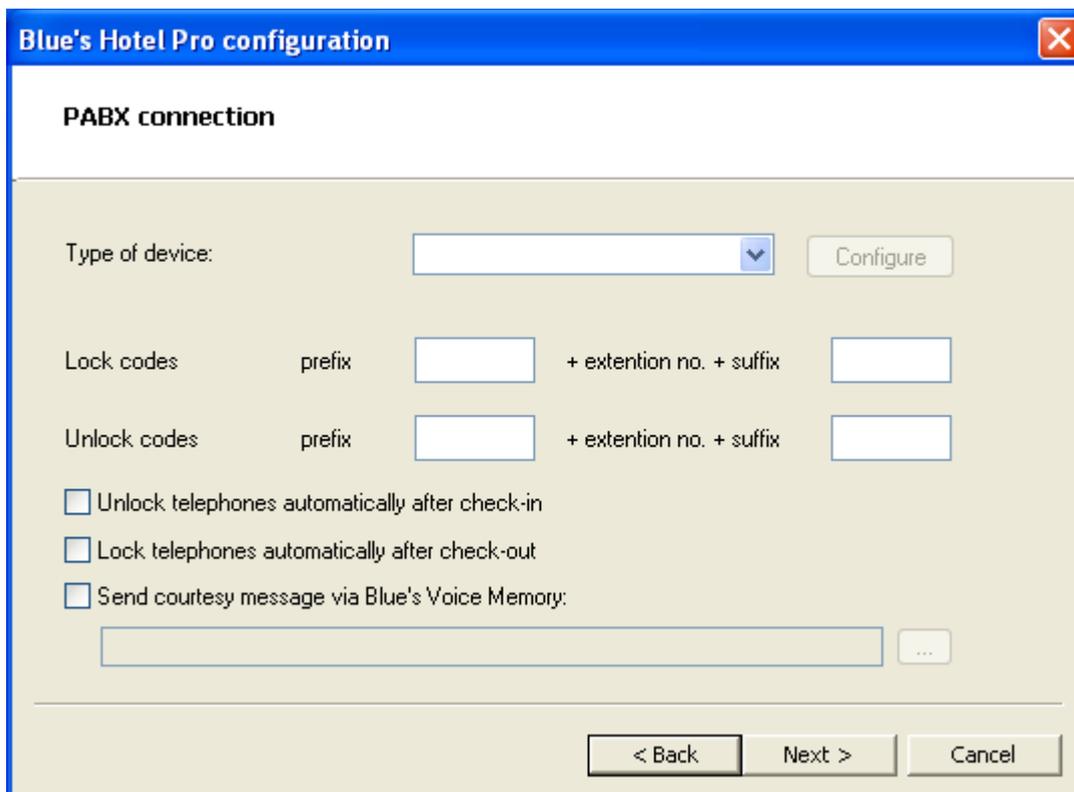
- 1) Start Blue's Hotel Pro
- 2) If the configuration does not start automatically, start it manually from the 'File' menu, choosing 'configuration...'
- 3) As the picture hereunder shows, select the Hotel and logo and name (options), select 'Skip room creation and proceed to the configuration' and click 'Next >'



- 4) In the next window, click 'Generic TAPI Telephone' and click 'Next >'



- In this page, please select the device that will be used for sending TAPI commands to the PBX. The 'Configure' button sets the specific configuration of the selected device. Select the previously installed TAPI device.



The following step requires prefix and suffix codes used to block and unblock the telephones. Select the boxes for the automatic block and unblock of the telephones if you'd like to send a block or unblock command on check-in and check-out commands.

---

#### IMPORTANT

Courtesy message: when the software makes a to wake-up call, a courtesy message can be played from the PC. In order to enable this feature, select an audio file (as shown in the picture above) and install a Blue's Voice Memory device (see [www.telcen.it](http://www.telcen.it) for more details), connecting it to the telephone handset. Also, connect the audio jack cable to the IN plug of the Voice Memory Device and to the speaker output of the Audio PC card.

---

- Click 'Finish' to end the configuration

Proceed now with the normal use of Blue's Hotel Pro.

## 4 What to do if...

### 4.1.1 Blue's Hotel Pro does not run basic functions

- Make sure the TAPI drivers are installed correctly
- Make sure the block and unblock codes are set correctly
- Make sure the PBX is switched on
- If the device used is a modem, make sure it supports voice calls. Otherwise, please, replace the TAPI device

## 5 Technical support – after sale service.

Feel free to contact us Monday to Friday from 8.30am to 12.30pm and from 2pm to 6pm (UK time: 7.30am-11.30am and 1pm-5pm)

- web <http://www.telcen.it/eng/contatti.asp>
- e-mail [support@telcen.it](mailto:support@telcen.it)
- phone +39.0584.943232
- fax +39.0584.943325

