Imagicle Hotel.
Samsung OfficeServ 100/500M/500L PBX Configuration Guide

2016

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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 Samsung PBX systems.

Blue's Hotel Pro manages hotel services directly from your PC for these Samsung PBX systems:

- OfficeServ 100
- OfficeServ 500 M
- OfficeServ 500 L

from firmware version 2.66 and over.

The connection required in order to use hotel services are:

- Serial connection

both for managing hotel commands and call billing.

A LAN connection is required for programming the PBX system.

2 How to program the PBX system for the integration with Blue's Hotel Pro.

1) The Samsung OfficeServ Manager software is required for programming the PBX system.

2) Select the PBX model and select the LAN connection (the default address is 165.213.97.103 and password is 4321). Se the connection up.

3) Select table nr.804 and select the BD-PMS serial type. It is strongly recommended not to modify any other setting(Baud rate 19200, 8 bit, parity none). Save

4) Select table nr. 210 and set the SMDR Log All to on. Save.

5) Select table nr. 300 and, for each extension that requires billing, set to Yes the value of the column NoCostPrint.

6) Close the program and connect the serial cable to the PBX system and to the PC that runs Blue's Professional.
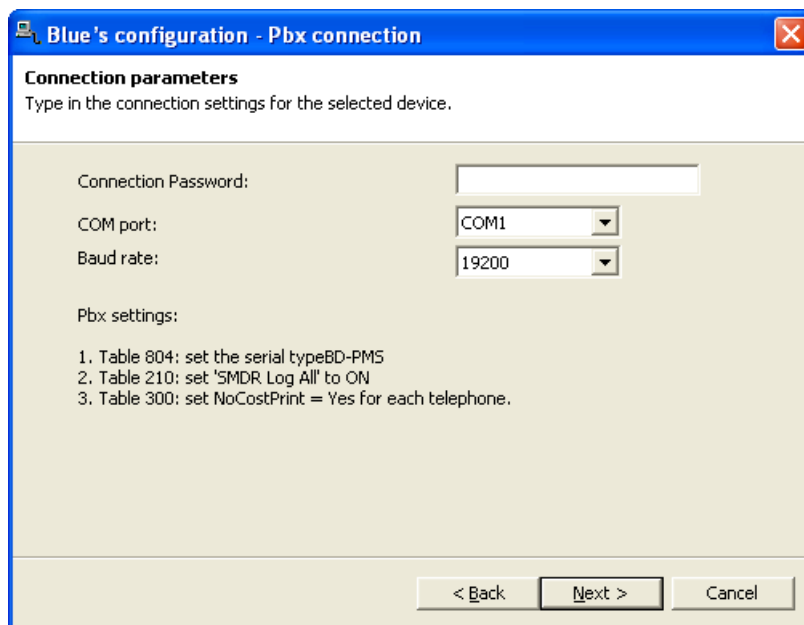
3 PBX configuration connection.

1) Should it not start automatically, start the 'PBX connection configuration' from Blue's Hotel Pro program group

2) In the required field, enter a name for this connection, i.e. 'PBX 1' as shown in the figure, select 'I am connected to the PBX via TCP/IP', select 'Samsung OfficeServ Hotel' and click 'Next >"
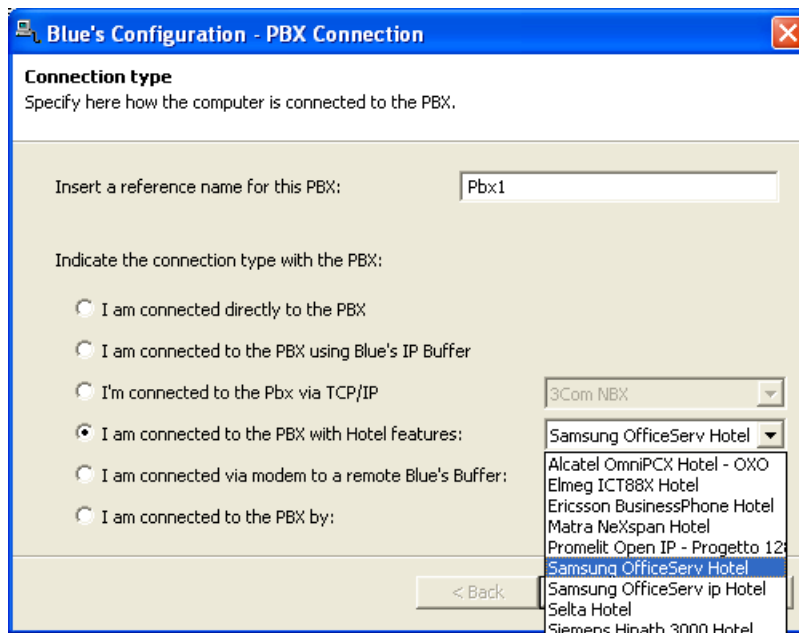
IMPORTANT
The communication speed rate may be different from the default value 19200. should the serial cable be long or the received data be unreadable, please, use a lower rate.

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3) Set the serial port, speed rate and PBX access password (4321 by default)

Blue's configuration - Pbx connection

Connection parameters
Type in the connection settings for the selected device.

Connection Password: [   ]

COM port: [COM1   ▼]

Baud rate: [19200   ▼]

Pbx settings:

1. Table 804: set the serial typeBD-PMS
2. Table 210: set 'SMDR Log All' to ON
3. Table 300: set NoCostPrint = Yes for each telephone.

[< Back] [Next >] [Cancel]

4 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 'Create all rooms now' and click 'Next >'


IMPORTANT

If the rooms have been previously added, select 'proceed without creating rooms' in order to directly proceed to the 'PBX connection' configuration.

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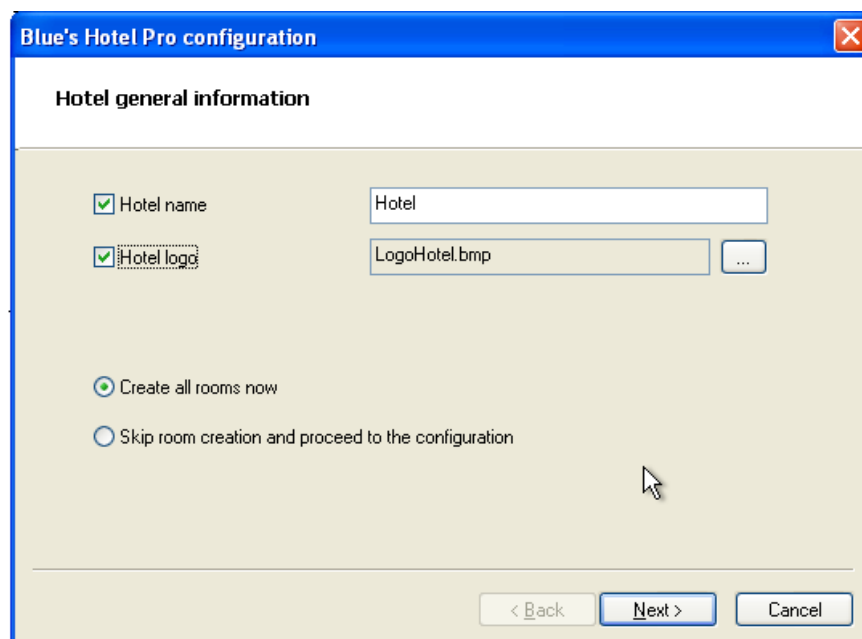
4) Follow the on-screen instructions in order to add rooms, specifying the room type, number of occupants, standard rate and eventually associating the room extension number. Further extension that are not associated yet can also be added to each room.

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5) In the next window, click 'Samsung OfficeServ"' and click 'Next >'
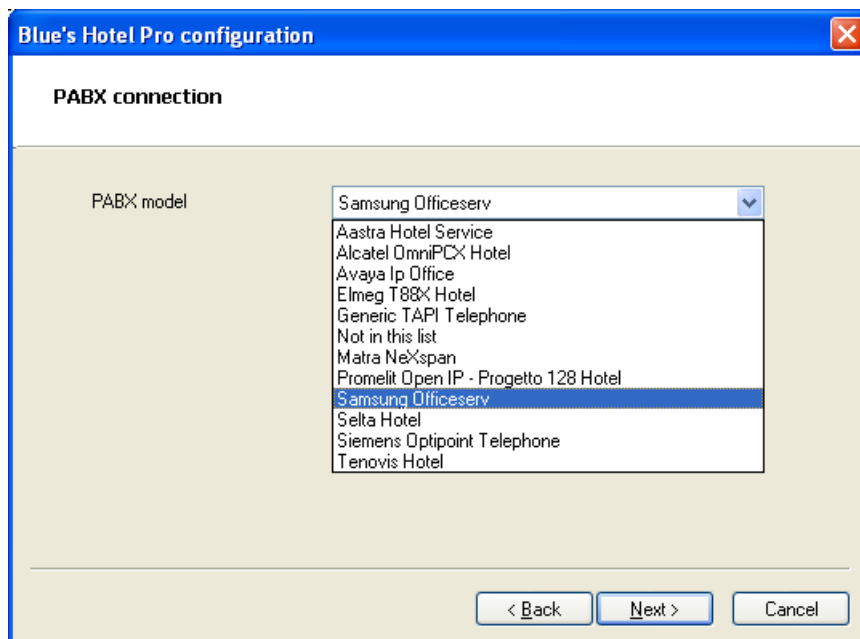
6) Select the PC that runs call log acquisition (Blue's Recorder) and type the connection password in the required field (4321 by default)
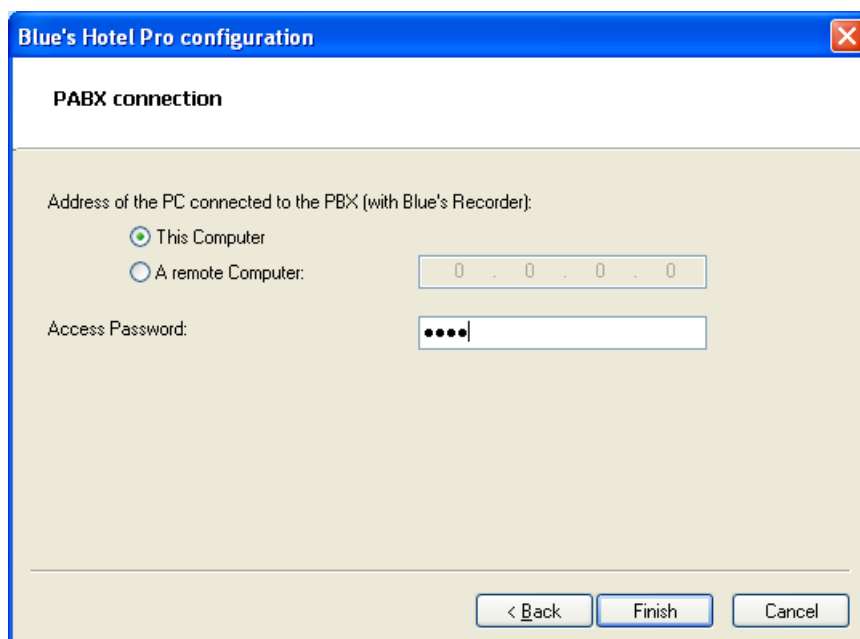
7) Click 'Finish' to end the configuration

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

5 What to do if…

5.1.1 The Recorder does not connect to the PBX

- Make sure the port that Recorder connects to is correct
- Make sure the PBX is switched on
- Make sure the PBX is correctly programmed according to the tables reported earlier in this document
- In order to test the PBX connection, please run a Hyper Terminal session using the same settings used to setup Blue's Recorder and place a few phone calls.

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6 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)

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