# Imagicle Hotel. Siemens Hipath 2000/3000 PBXs Configuration Guide

2016





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#### Imagicle Hotel.

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

Blue's Hotel Prois 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 Siemens PBX systems.

Blue's Hotel Pro allows to implement Hotel features for Siemens Hipath 2000/3000 PBX family equipped with LIM card using CSTA protocol.

The connection required for running Hotel services are

LAN

both for Hotel commands and call logging.

# 2 How to configure the PBX system for the integration with Blue's Recorder Pro.

1) Set the call logging to 'continuous mode' (via IP on LIM ou HG1500) and click 'LAN settings...'

CDR: Station     CDR: Trunks     Dutput format     Callbo       Format of Call Records     Compressed Output     Last 4 digits suppressed     Log incoming calls       Call Duration     Din Ringing     Output MSN       Decimal format     Display emounts instead of units       Dutgoing without connection	Factors Account codes     Port assignment     CDR system     Output format     V.24 port     UPN port     Attendent P     CDR at station     CDR per line     MRATT     Customer database printout     Call into     LAN settings	LAN-TCP-Client       V-24 poit 2       None       None       None       V24 poit 2       V24 poit 2
		Reset Justic Halo
		Reset Apply Help

Enter the IP address of the PC that runs Blue's Recorder Pro and the port number that Blue's recorder will use to retrieve call billing (CDR). The default port value is 2000.

LAN- Settings	
LAN-Settings	
CDR system	
IP-Addr.	
Server 1: 0 . 0 . 0 . 0	
Server 2: 0 . 0 . 0 . 0	
Cycle 01:00:00 hh:mm:(ss)	
TCP- Client     IP- Addr     192     158     4     143     2000	Output format File format
C TFTP-Server Threshold 80	Separator
Clos	e Apply Help

2) Should the room telephone sets be digital, please un-tick 'autom. connection, CSTA' from the configuration of each extension

Name Cal number -> CLIP/LIN	→ Direct inward → Type	Access Mobile.code -
100 100	optiPoint 500 E cond	SLUC8 2 · 1 M 🔶 …
Flag status Activated features Workpoint	Client   Groups   Forwarding   Template Edit	or   ISDN flags
Override class of service on	Prevention of voice calling off	Display of Emergency text
Associated dialing/services	Telephone lock intercept	Voice recording
Call waiting rejection on	DISA class of service	Discreet Call
F Headset	Door release DTMF	Discreet Call Lock
Cverride Do Not Disturb	autom. connection, CSTA	Analog Station with CUP
Missed Calls List	Fingback protection	
MCID access	Transit allowed via Hook-on	
FWD external permitted	No group ringing on busy	
Compress display data	Central busy signaling	
Entry in telephone directory	Virtual station	Operating mode
Edit tel. number	Call prio./mmed. tone call wait.	Language
Keypad dial	E Silent monitoring	French
Apply flags to		
		Reset Apply Help

3) Set the class services for 'check-in' and 'check-out'

COS: Station	COS: Day	COS: Night	Allowed/	Denied numbers	Autom. night service
Special days	CON matrix	Group act	ignment	Overview	COS schedule
Special days           Selection           CDS group 2           CDS group 4           CDS group 5           CDS group 6           CDS group 7           CDS group 10           CDS group 11           CDS group 13           CDS group 14           CDS group 15	CON metrix COS group 1 Direct true Rout Trik Grp 1 Trik Grp 2 Trik Grp 5 Trik Grp 5 Trik Grp 5 Trik Grp 5 Trik Grp 1 Trik Grp 1 Trik Grp 1 Trik Grp 1	Group as: ak access day Class of se Internal Unsestricter Unsestricter Unsestricter Unsestricter Unsestricter Unsestricter Unsestricter Unsestricter Unsestricter Unsestricter Unsestricter Unsestricter	ignment	Members 100	COS schedule
				Reset	Apply Help

COS: Station	COS: Day	COS: Night	Allowed/	Denied numbers	Autom, night service
Special days	CON matrix	Group as	signment	Dverview	CDS schedule
Selection CDS group 1 CDS group 2 CDS group 3 CDS group 4 CDS group 6 CDS group 6 CDS group 6 CDS group 9 CDS group 9 CDS group 10 CDS group 11 CDS group 13 CDS group 13 CDS group 13 CDS group 15	COS grou Direct I File Trik Gin Trik Gin	p 7 nunk access day p 1 Unestricte p 2 Unestricte p 3 Unestricte p 5 Unestricte p 5 Unestricte p 6 Unestricte p 7 Unestricte p 9 Unestricte p 9 Unestricte p 1 Unestricte p 1 Unestricte p 1 Unestricte p 2 Unestricte p 2 Unestricte	tvice	Members           101         Cerri           102         Stefano           103         Matteo           104         105           105         106           108         MOH Mus           109         Siem108           111         Siem111           112         Benaglio           113         114           115         116           117         118           118         119           120	ica
				Reset	Apply Help

This example uses class services 1 and 7.

These values should be used on Blue's Hotel Produring the configuration process.

 Choose a BCA extension that will be used for dialling wake up calls. This extension can be connected to an external continuous playback audio source for playing a courtesy message.

Music or a recorded courtesy message will be played for the room that will receive the wake up call.

Stabio	in Key	progr	amming Fax / Modem	Emergence	У		
	Call no.	DID	Name	Status	Туре	Туре	Acces 🔨
1	100		100	0 '	optiPoint	Standard	SLUC8 2-1
2	101		Cerri	۲	optiPoint	Standard	SLUC8 2-2
3	102		Stefano	0 '	👩 optiset E s	Standard	SLUC8 2-3
4	103		Matteo	0 '	No Port	Standard	SLUC8 2-4
5	104			0 '	No Port	Standard	SLUC8 2-5
6	105			0 '	No Port	Standard	SLUC8 2-E
7	106			0 '	No Port	Standard	SLUC8 2-7
8	107		Mercre	0 '	No Port	Standard	SLUC8 2-E
9	108		MOH Musica	۲	P.O.T	Standard	4SLA 3
10	109		Siem109	۲	P.O.T	Standard	45LA 3
11	110		Siem108	۲	P.O.T	Standard	4SLA 3
12	111		Siem111	۲	P.O.T	Standard	4SLA 3
é				-			

Proceed as follows in order to activate the BCA extension as to receive an external sound source:

From the 'Auxiliary equipment...' panel click 'announcement'.

Set as 'Announcement equipment 1' the physical connection of the extension dedicated to this feature. Set the announce type as 'Music On Hold'

1     1     45LA 31     Music Dn Hold       2     2     None     Announcement       3     3     None     Announcement       4     4     None     Announcement	MOH sources- - Audio codecs-
2 2 None Announcement 3 3 None Announcement 4 4 None Announcement	MOH sources
3 3 None Announcement 4 4 None Announcement	- Audio codeos
4 4 None Announcement	
5 5 None Announcement 🐷	Number of sources
External dest	Audio codes 1
Announcement prior to answer	Audio codec 2
Slot / line Ann. device	Audio Coder 3
1 STL52N 1-1 None	Made 66686-3
2 STLS2N 1-1 None	Audio Codec 4 💌
3 STLS2N 1-2 None	
4 STLS2N 1-2 None	Audo Lodec b
5 STLS4 5-1 None	
C STICA E1 Nore	

Finally, connect a continuous playback sound source to this plug.

#### 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 'Siemens Hipath 3000 Hotel' and click 'Next >'

L Blue's Configuration - PBX Connection	
<b>Connection type</b> Specify here how the computer is connected to the PBX.	
Insert a reference name for this PBX: Pbx1	
Indicate the connection type with the PBX:	
C I am connected directly to the PBX	
$\bigcirc$ I am connected to the PBX using Blue's IP Buffer	
○ I'm connected to the Pbx via TCP/IP	3Com NBX 💌
I am connected to the PBX with Hotel features:	Siemens Hipath 3000 Hotel 💌
$\bigcirc$ I am connected via modem to a remote Blue's Buffer:	Blue's Buffer 📃 💌
○ I am connected to the PBX by:	Blue's Buffer 📃 💌
< Back	Next > Cancel

3) In the following window, enter the parameters for the PBX connection

Blue's configuration - Pbx connection	X
<b>Communication settings</b> Specify here the configuration settings to access th	e Pbx.
Connection: Pbx IP address: CSTA port: Local CDR port: Hotel settings: Check-in COS: Check-out COS: Wake-up extention:	192 . 168 . 4 . 37         7001         2000         7         1         108
	< Back Next > Cancel

in detail for the Hotel settings, specify the extension that will make wake up calls; as Blue's Hotel Pro runs a wake up call, the specified extension will call the room telephone (the operator does not necessarily need to perform any action for this call).

#### 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.

Blue's Hotel Pro configuration	
Hotel general information	
✓ Hotel name ✓ Hotel logo	Hotel
<ul> <li>Create all rooms now</li> <li>Skip room creation and proceed</li> </ul>	to the configuration
	< Back Next > Cancel

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.

5) In the next window select 'Siemens Hipath 3000' and click 'Next>'

Blue's Hotel Pro configuration		×
PABX connection		
PABX model	Siemens Hipath 3000 Aastra Hotel Service Alcatel OmniPCX Hotel Avaya Ip Office Elmeg T88X Hotel Generic TAPI Telephone Not in this list Matra NeXspan Promelit Open IP - Progetto 128 Hotel Samsung Officeserv Selta Hotel Siemens Hipath 3000 Siemens Optipoint Telephone Tenovis Hotel	
	< <u>B</u> ack <u>N</u> ext > Cancel	

6) Type the IP address of the PC that runs call log acquisition (Blue's Recorder)

Blue's Hotel Pro configuration	
PABX connection	
Choose the PC on which call log acquisition (Blue's Re	corder) is installed
A remote PC	0.0
	< <u>B</u> ack Finish Cancel

7) Click 'Finish' to end the configuration

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

# 5 How to setup a wake up call from the room telephone.

A wake up call service can be scheduled from the bedroom extension using the 'TDS service' of the HiPath system.

By default this feature can be activated using code \*42 (editable) followed by key 1 that opens the wake up call programming.

Example:

- Lift the handset
- Dial \*421
- Enter the wake up time in the following format: hhmm
- Press # to confirm
- Replace the handset

#### 6 What to do if...

- 6.1.1 The Recorder does not connect to the PBX
  - Make sure the IP address and port to which the Recorder connects are correct
  - Make sure the PBX is switched on
  - Use the 'Ping' command to verify that the PBX can be reached from the PC that runs Blue's

#### 7 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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