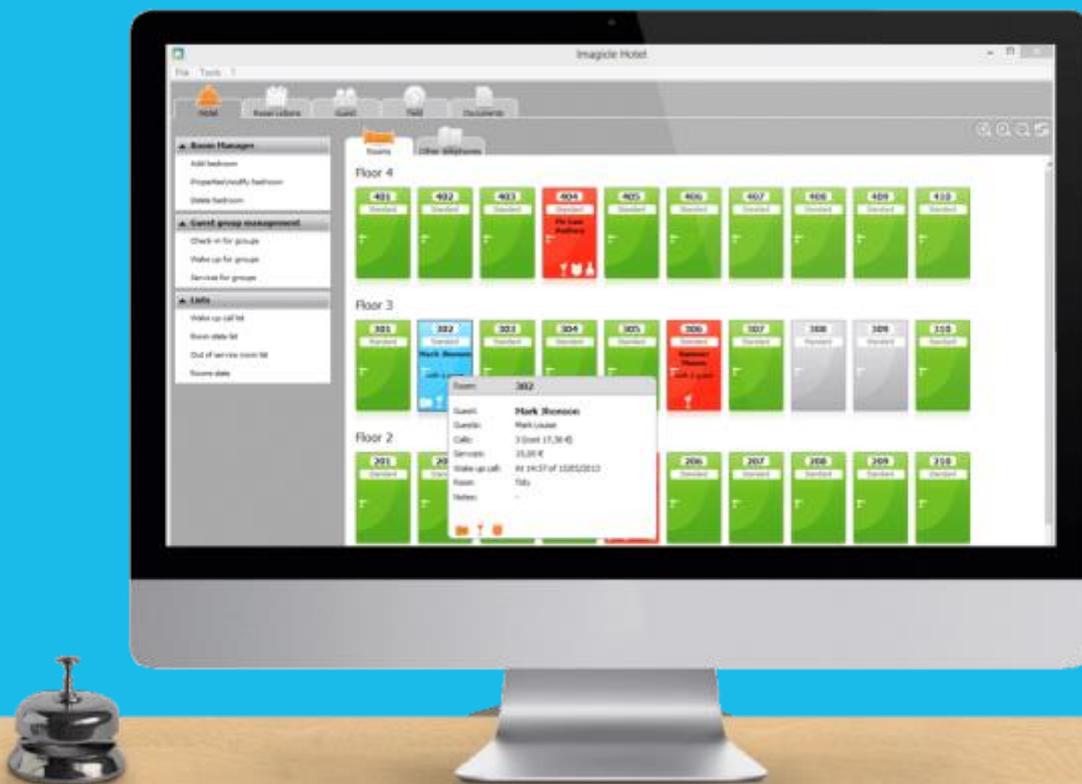


Imagicle Hotel. Siemens Hipath 2000/3000 PBXs Configuration Guide

2016



Contents

1	SUPPORTED SIEMENS PBX SYSTEMS.....	5
2	HOW TO CONFIGURE THE PBX SYSTEM FOR THE INTEGRATION WITH BLUE'S RECORDER PRO.	6
3	PBX CONFIGURATION CONNECTION.....	11
4	BLUE'S HOTEL PRO CONFIGURATION.....	12
5	HOW TO SETUP A WAKE UP CALL FROM THE ROOM TELEPHONE.	14
6	WHAT TO DO IF.....	15
	6.1.1 The Recorder does not connect to the PBX	15
7	TECHNICAL SUPPORT – AFTER SALE SERVICE.....	16



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 Siemens PBX systems.

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

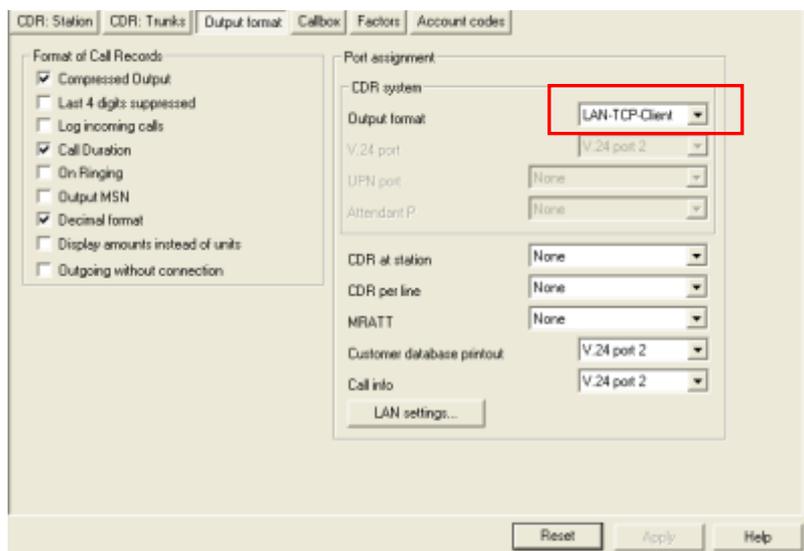
The connection required for running Hotel services are

- LAN

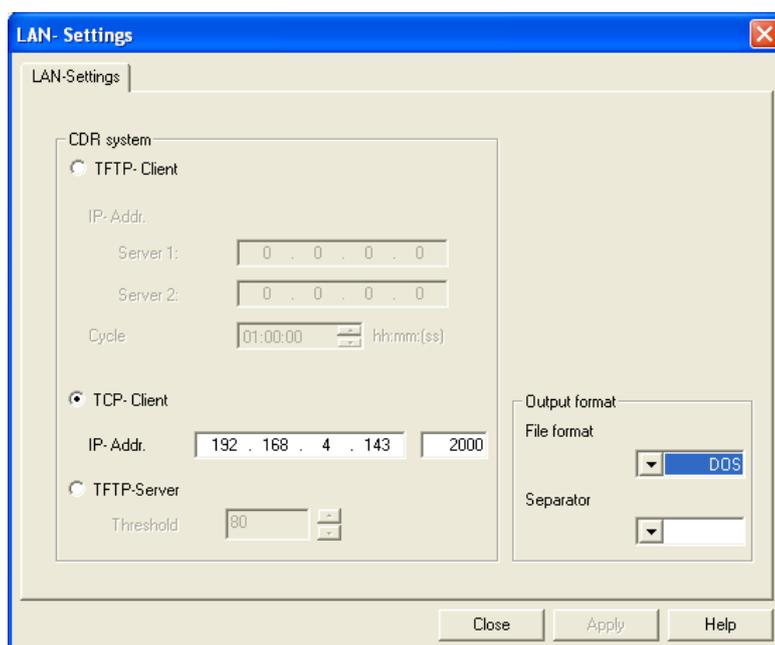
both for Hotel commands and call logging.

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...'



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.



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

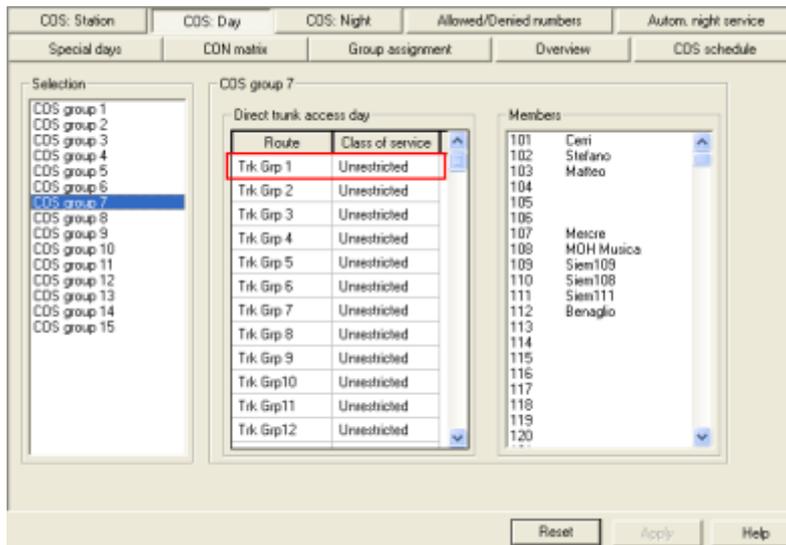
The screenshot shows the 'ISDN flags' configuration window for extension 100. The 'autom. connection, CSTA' checkbox is highlighted with a red box and is currently unchecked. Other visible options include 'Prevention of voice calling off' (checked), 'Telephone lock intercept' (unchecked), 'DISA class of service' (unchecked), 'Door release DTMF' (unchecked), 'Ringback protection' (unchecked), 'Trunk allowed via Hook-on' (unchecked), 'No group ringing on busy' (unchecked), 'Central busy signaling' (unchecked), 'Virtual station' (unchecked), 'Call prio./immed. tone call wait.' (unchecked), and 'Silent monitoring' (unchecked). The 'Operating mode' is set to '7. SLM0, default template' and the 'Language' is set to 'French'.

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

The screenshot shows the 'COS group 1' configuration window. The 'Direct trunk access day' table is visible, with the following data:

Route	Class of service
Trk. Grp 1	Internal
Trk. Grp 2	Unrestricted
Trk. Grp 3	Unrestricted
Trk. Grp 4	Unrestricted
Trk. Grp 5	Unrestricted
Trk. Grp 6	Unrestricted
Trk. Grp 7	Unrestricted
Trk. Grp 8	Unrestricted
Trk. Grp 9	Unrestricted
Trk. Grp 10	Unrestricted
Trk. Grp 11	Unrestricted
Trk. Grp 12	Unrestricted

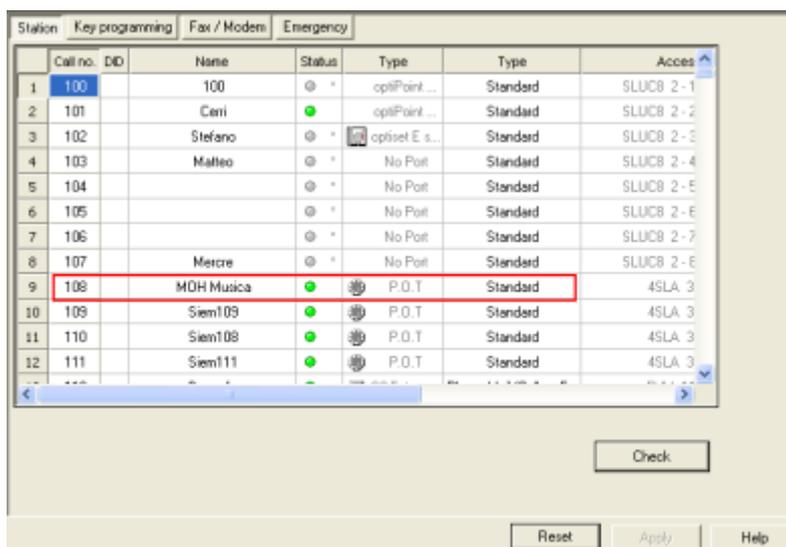
The 'Trk. Grp 1' row is highlighted with a red box. The 'Members' list on the right shows extension 100.



This example uses class services 1 and 7.

These values should be used on Blue’s Hotel Pro during the configuration process.

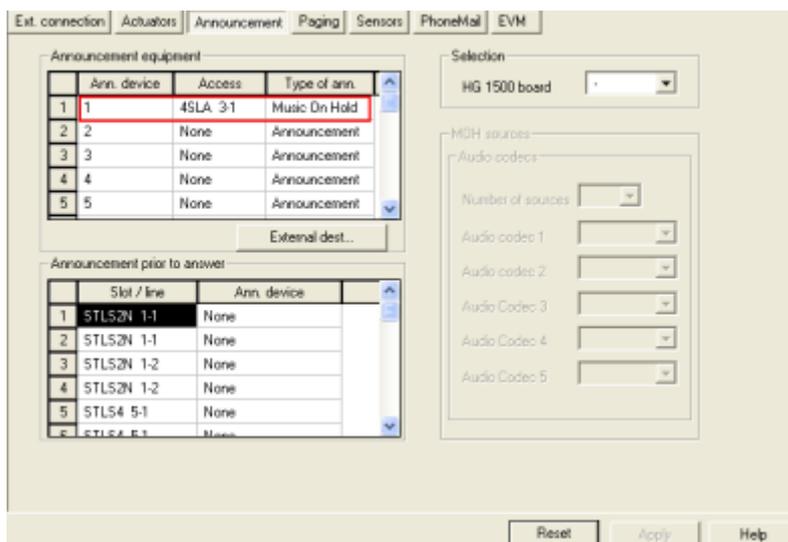
- Choose a BCA extension that will be used for dialling wake up calls. This extension can be connected to an external continuous playback audio source for playing a courtesy message. Music or a recorded courtesy message will be played for the room that will receive the wake up call.



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

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

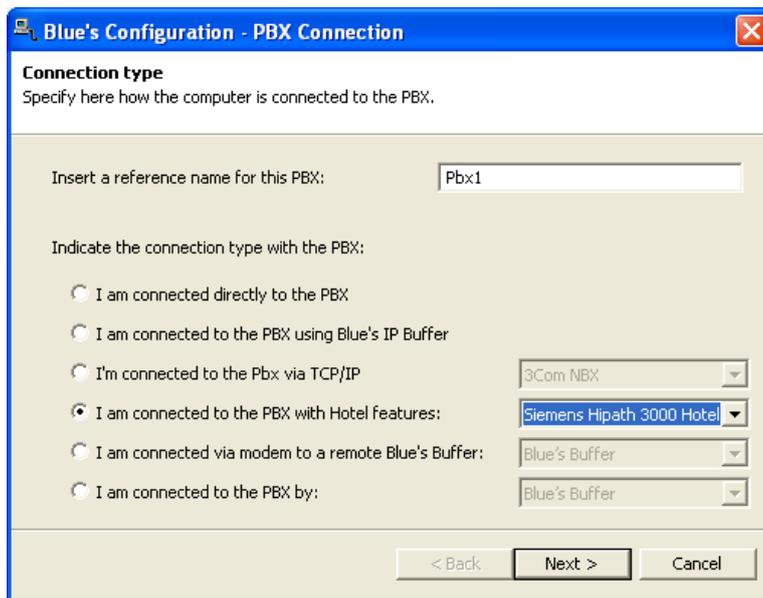
Set as 'Announcement equipment 1' the physical connection of the extension dedicated to this feature. Set the announce type as 'Music On Hold'



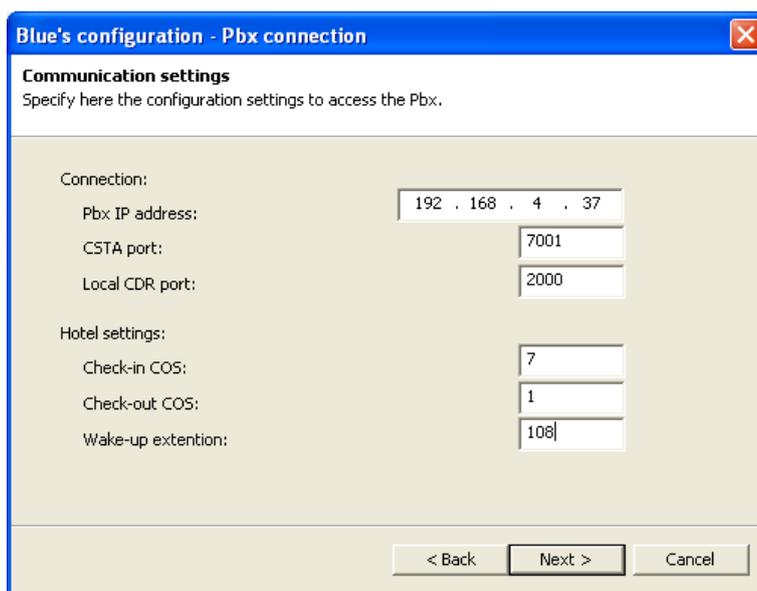
Finally, connect a continuous playback sound source to this plug.

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 >'



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



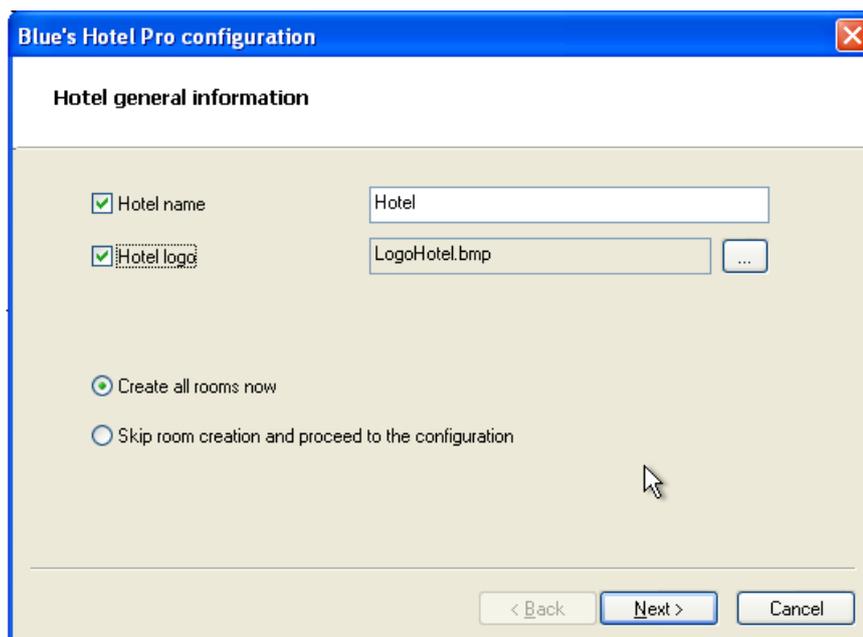
in detail for the Hotel settings, specify the extension that will make wake up calls; as Blue's Hotel Pro runs a wake up call, the specified extension will call the room telephone (the operator does not necessarily need to perform any action for this call).

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 >'

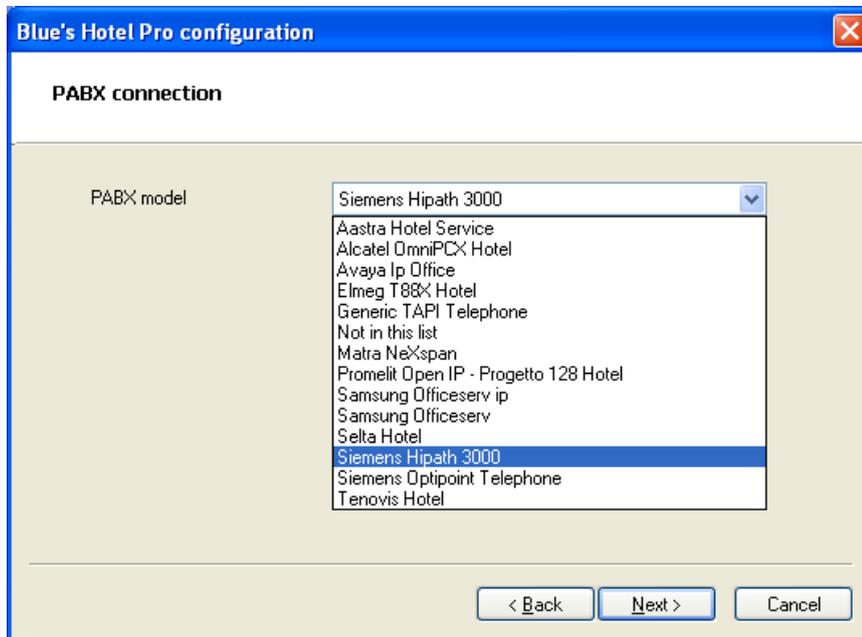
IMPORTANT

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

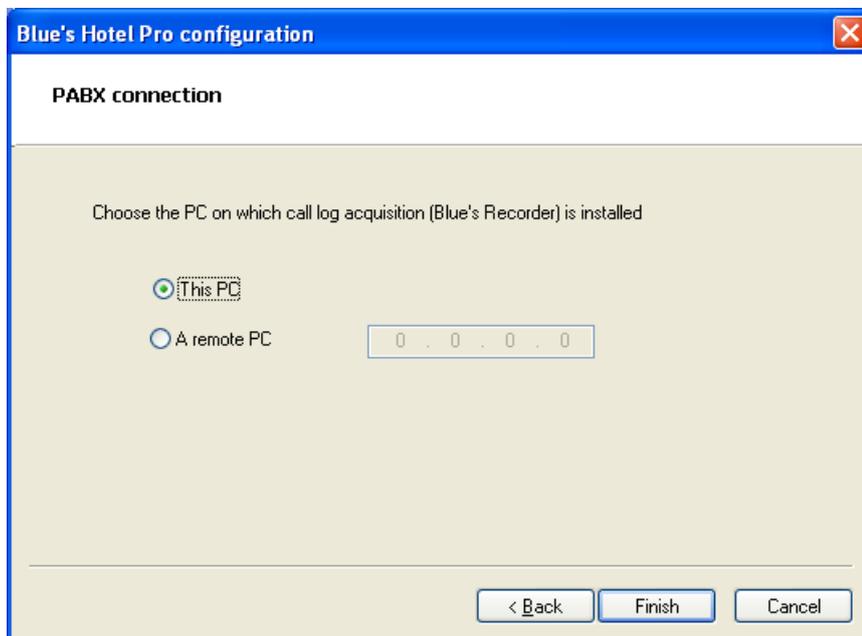


- 4) Follow the on-screen instructions in order to add rooms, specifying the room type, number of occupants, standard rate and eventually associating the room extension number. Further extension that are not associated yet can also be added to each room.

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



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



- 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)

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

