

Imagicle Hotel.

Configuration guide for Avaya IP Office with Kit configuration service

2016



Contents

1	SUPPORTED AVAYA IP OFFICE SYSTEM.....	5
2	HOW IT WORKS.	6
3	SETTING UP THE AVAYA ENVIRONMENT.....	7
4	AVAYA TAPI 2 MODULE INSTALLATION AND CONFIGURATION.....	9
5	PBX CONNECTION CONFIGURATION.....	10
6	IMAGICLE HOTEL CONFIGURATION.....	14
7	WHAT TO DO IF	16
	7.1.1 The recorder does not connect to the PBX	16
	7.1.2 Blue's Hotel Pro does not run basic functions	16
8	TECHNICAL SUPPORT – AFTER SALE SERVICE.....	17

Imagicle Hotel.

The hospitality software you have always been longing for.

Imagicle Hotel is the most suitable solution for small and medium size hotels.

It integrates with your telephone system, includes telephone call billing as well. It is the easiest application you can find nowadays on the market. The software will manage your hotel services from your PC (without having to dial any code from your operator's telephone).

Imagicle Hotel manages bookings, displays room status, performs check-in and check-outs for guests or groups, sets up and checks wake up calls, charges extra services and prints a readable bill, including all services, in a single click.

Imagicle Hotel is scalable and offers a number of different licenses according to the number of telephones you have: from 12 to 500 extensions. If you have more than 500 extensions or you need to perform telephone cost analysis, you can use Blue's Professional Advance that includes both front-end Imagicle Hotel for hotel services and back-end Blue's Professional for telephone use statistics.

1 Supported Avaya IP Office system.

Imagicle Hotel manages hotel services directly from your PC for the following Avaya systems:

- All **IP OFFICE** family systems with **Manager release 4.1** or higher

Required connections for hotel services:

- LAN

Both for hotel management and phone billing.

2 How it works.

Imagicle Hotel Pro uses 'user privileges' for blocking/unblocking telephones and for check-in/out or the extensions. Thanks to this kit, Imagicle Hotel modifies the user right assigned to a specific extension, once its status is changed.

The telephone engineer is recommended to configure at least one right that will lock all outgoing call and to associate it to the lock and check-out.

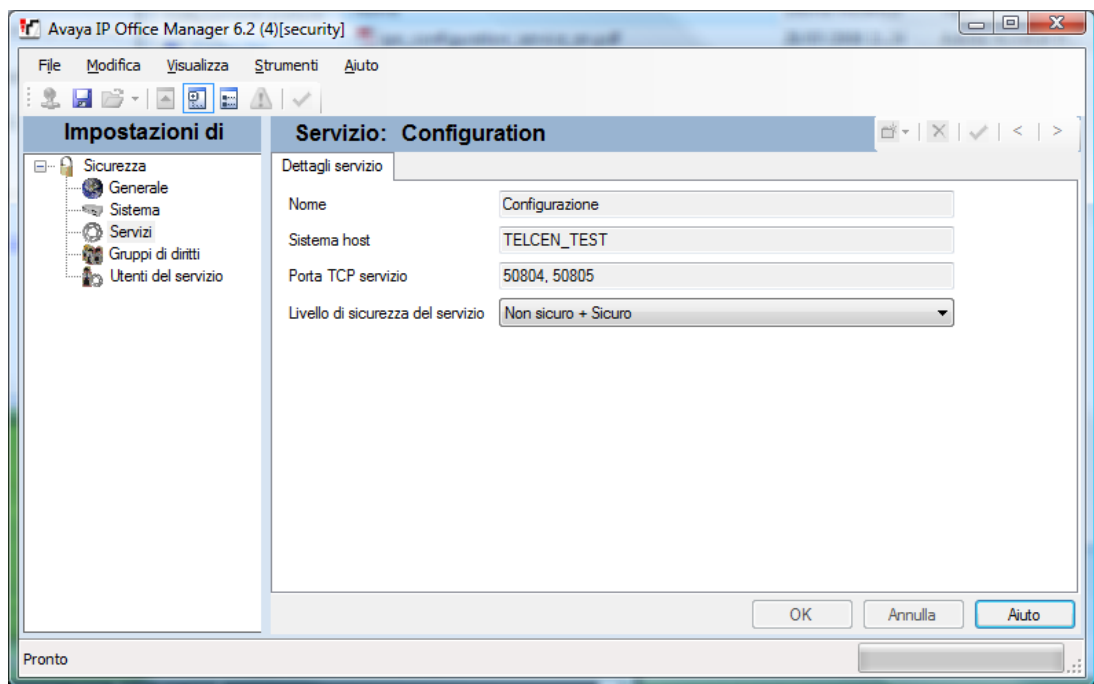
Furthermore, Imagicle Hotel uses Avaya Tapi 2 module to make wake up calls. An extension of the telephone system is associated to Imagicle Hotel. The application, after being properly configured, will act as a real operator: it will call the room telephone when it's time to make the wake up call.

IMPORTANTE

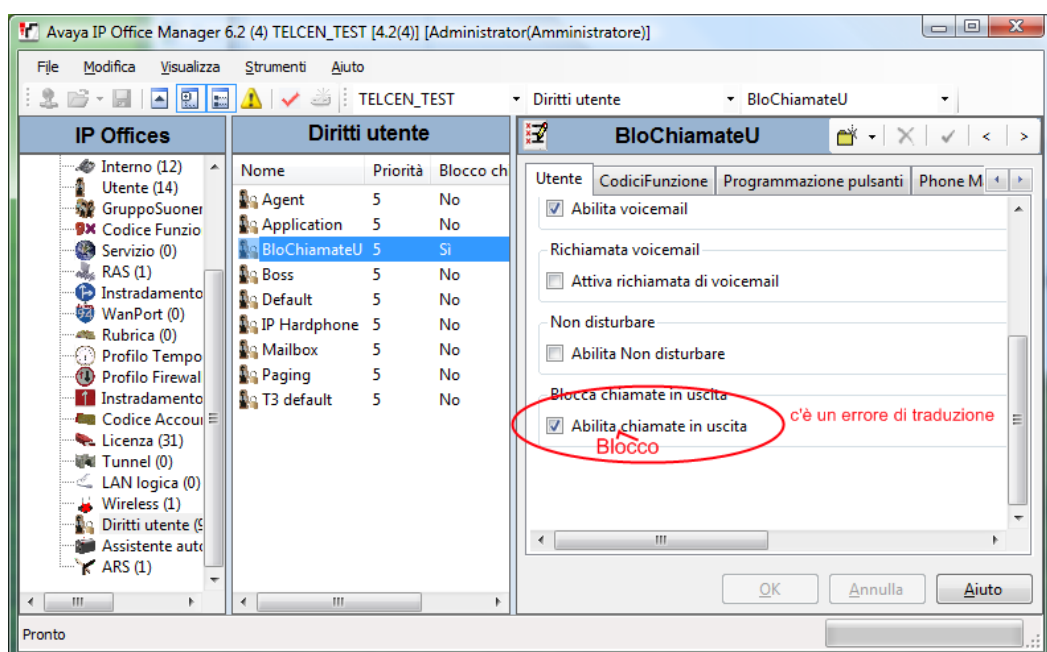
Please note, in order to use Avaya TAPI 2, you need to get the Hardware key and CTI Link Pro license from your Avaya vendor.

3 Setting up the Avaya environment.

1. Run the Avaya Office Manager
2. Select File->Advanced->Security settings
3. Connect and enter the user
4. Set up the service security level as displayed in the picture below:



5. Save and upload the settings
6. Connect again to the configuration and create at least one user right that blocks outgoing calls




7. You can create extra rights if you want to. Imagicle Hotel will ask the privilege name to set the following extension statuses:
 - a. Room Checked in
 - b. Room Checked out
 - c. Extension blocked
 - d. Extension unblocked
8. Save and upload configuration

4 Avaya Tapi 2 module installation and configuration.

In order to install Tapi v2.0 driver, proceed as follows:

- 1) Install Tapi v2.0 drivers
- 2) Shut PC and PBX (telephone system) both off
- 3) Turn your PBX on and wait until it has booted up. Then turn your PC on as well
- 4) In order to configure the extension that will make wake up calls, go to Windows 'Control Panel' > 'telephone and modem options' > 'Advanced'. Now select 'Avaya TAPI 2 service provider'. The follow panel will be displayed:

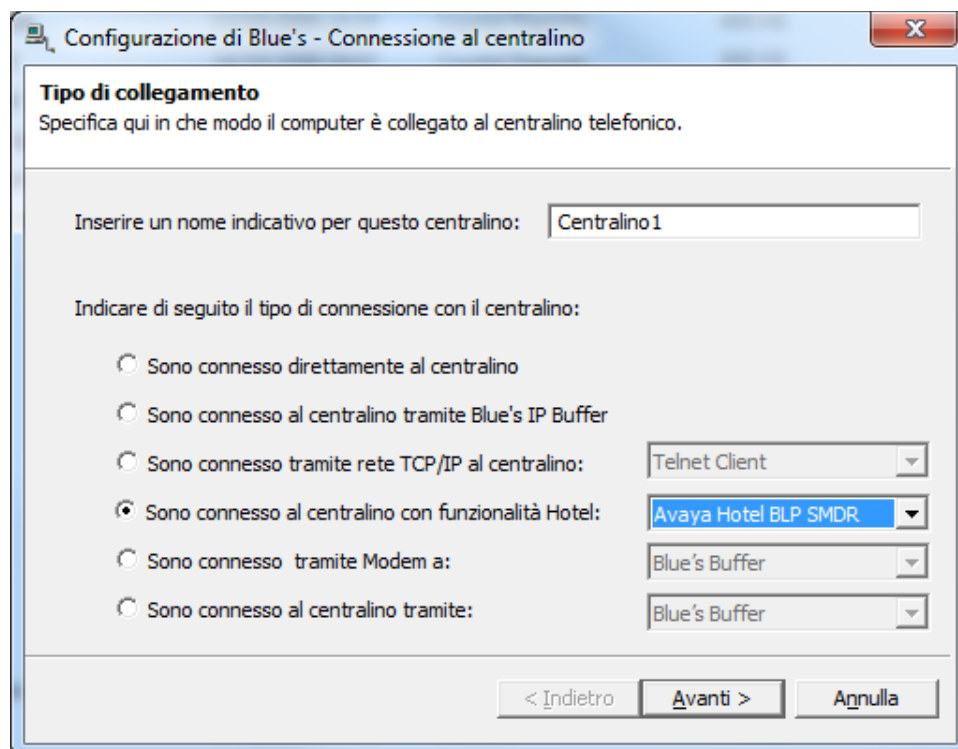


In that panel, enter IP of your PBX in the first field. Then select 'Single User' and enter the User Name = TAPI:1

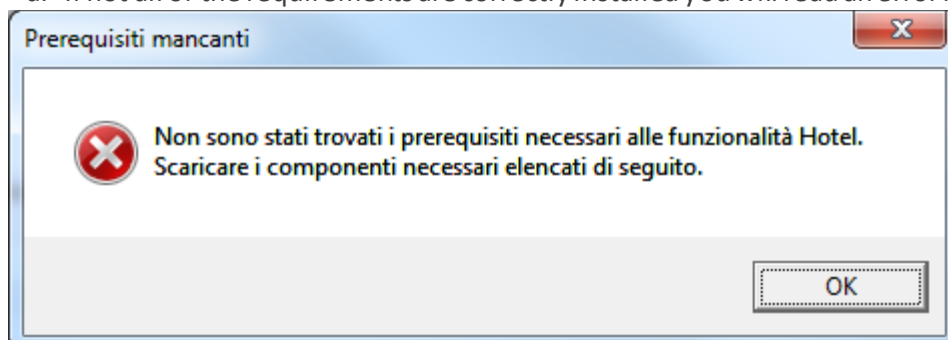
- 5) Click on to save and then restart you PC.

5 PBX connection configuration.

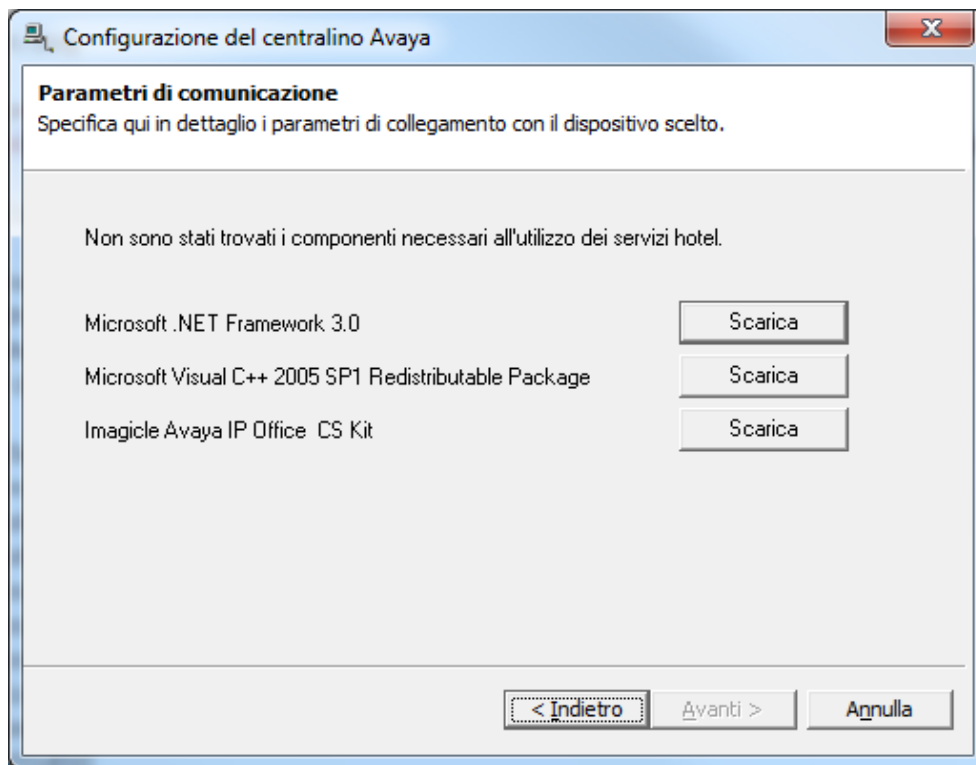
- 1) lick start>programs>Imagicle Hotel Pro>PBX connection>PBX connection configuration
- 2) In the name field write a name for your connection, for example 'pbx1' as shown in the screenshot. Select 'I am connected with pbx features' and select 'Avaya Hotel BLP SMDR'. Then click next.



- a. If not all of the requirements are correctly installed you will read an error message:

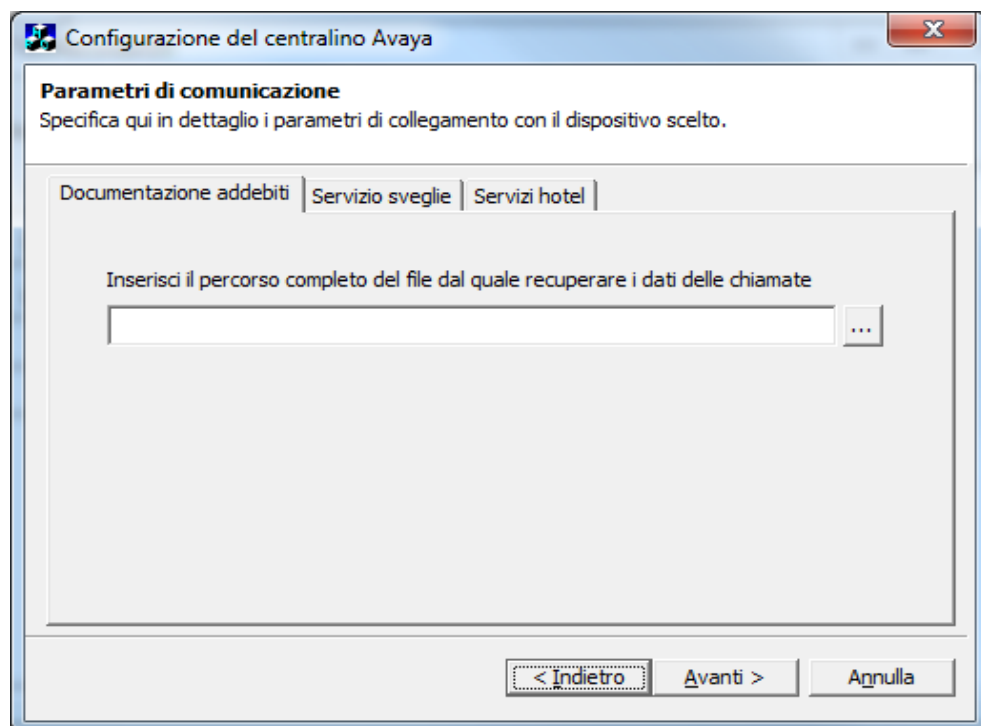


Subsequently, you will see a guide page to install the missing requirements.

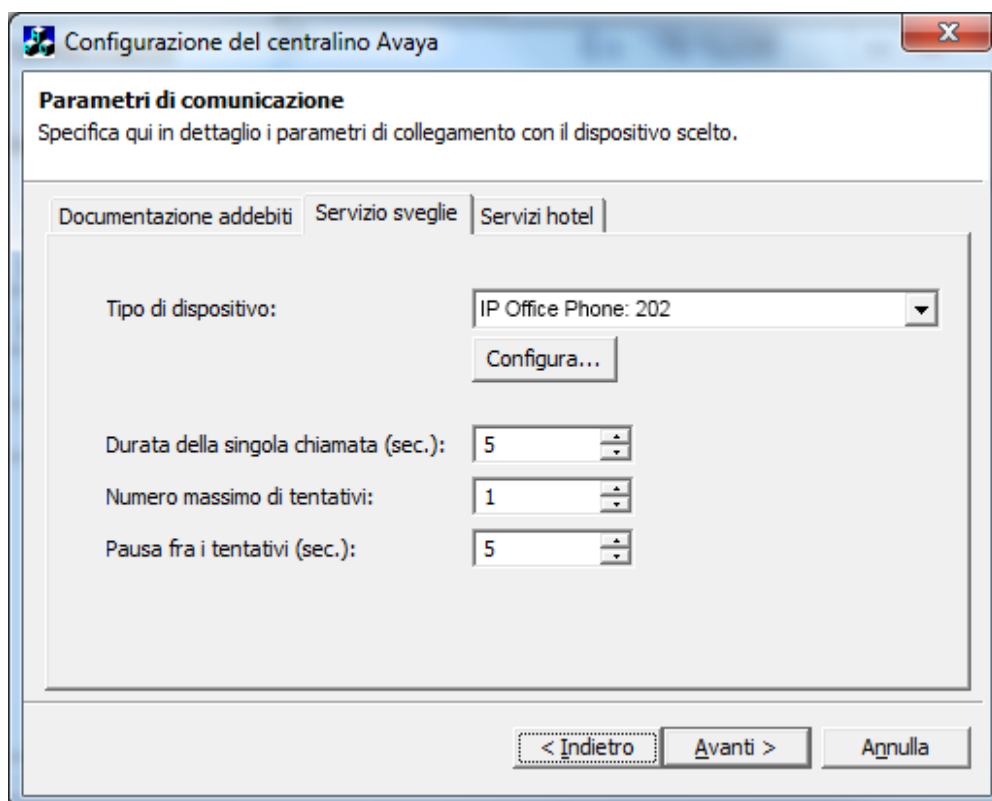


Download and install the missing requirements. Click < Back and again Next > Then run the 'pbx connection configuration' from Imagicle program menu again.

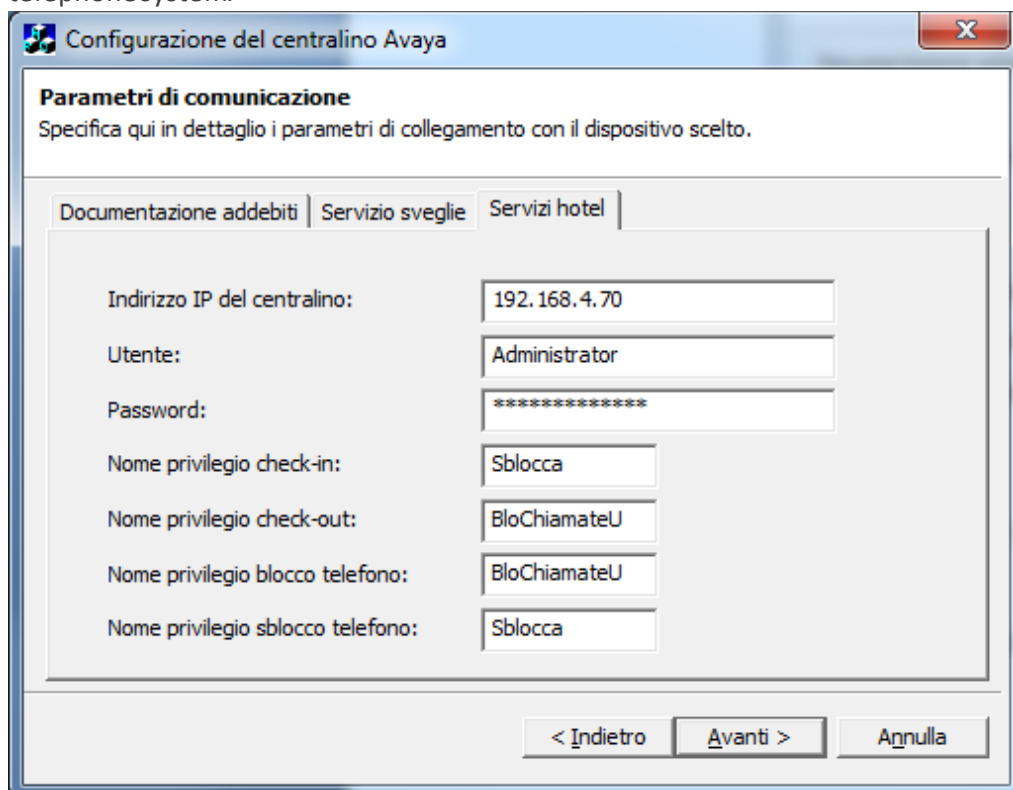
- 3) The following page will recap the main settings for the billing configuration and hotel management. You will see the following tabs:
 - a. 'billing': enter the communication port to which the phone system will deliver cdr's



- 'wake up calls': select the extension that will make the wake up calls and enter the settings for wake up call.



- ‘Hotel services’: enter the connection data and privileges require for the connection of the telephone system.



Configurazione del centralino Avaya

Parametri di comunicazione
Specifica qui in dettaglio i parametri di collegamento con il dispositivo scelto.

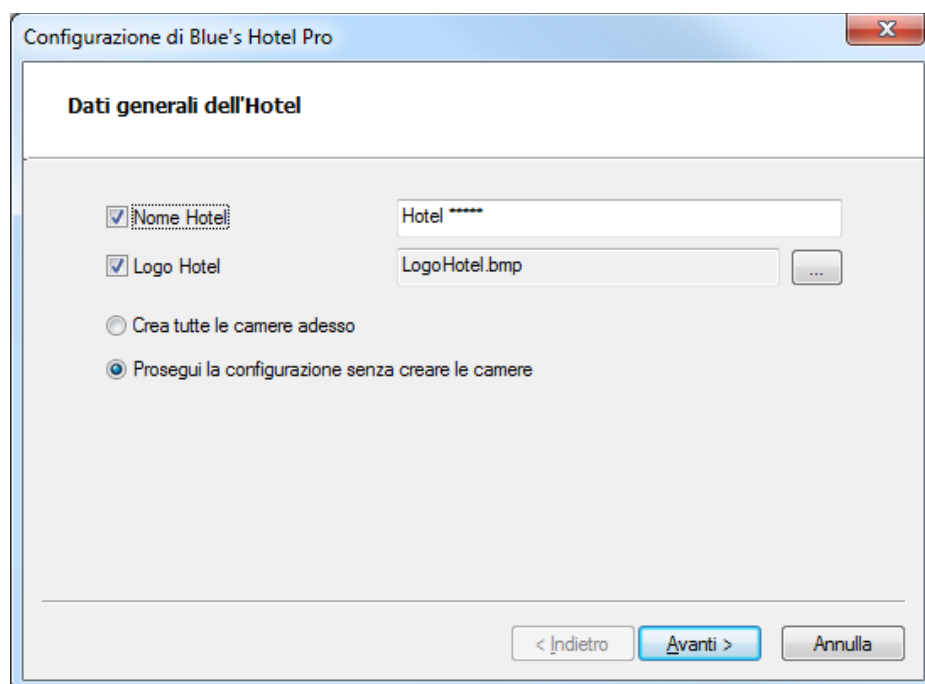
Documentazione addebiti | Servizio sveglie | **Servizi hotel**

Indirizzo IP del centralino:	192.168.4.70
Utente:	Administrator
Password:	*****
Nome privilegio check-in:	Sblocca
Nome privilegio check-out:	BloChiamateU
Nome privilegio blocco telefono:	BloChiamateU
Nome privilegio sblocco telefono:	Sblocca

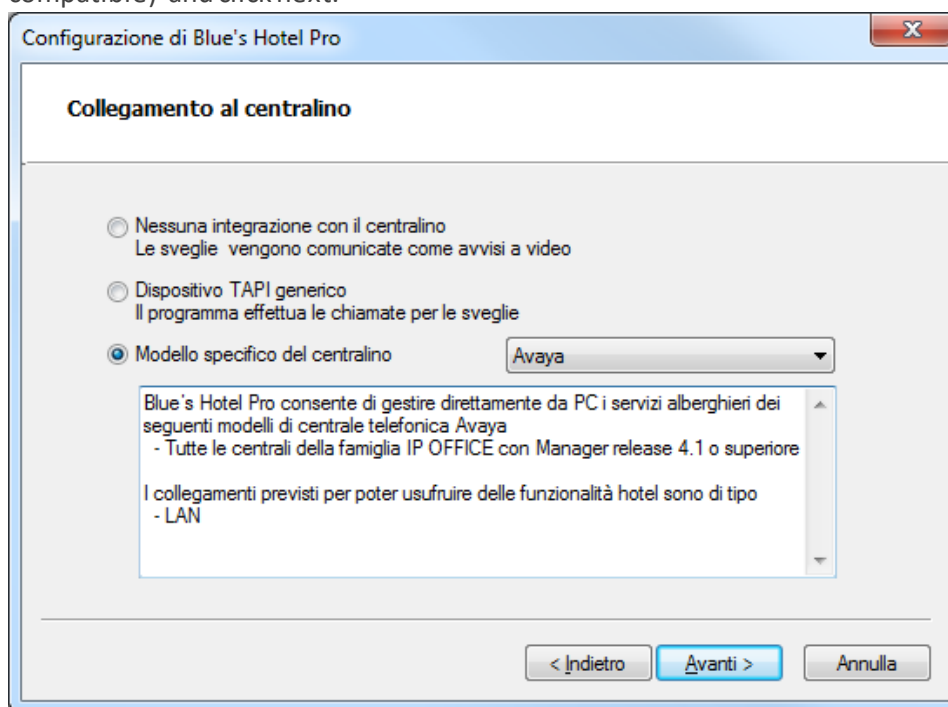
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6 Imagicle Hotel configuration.

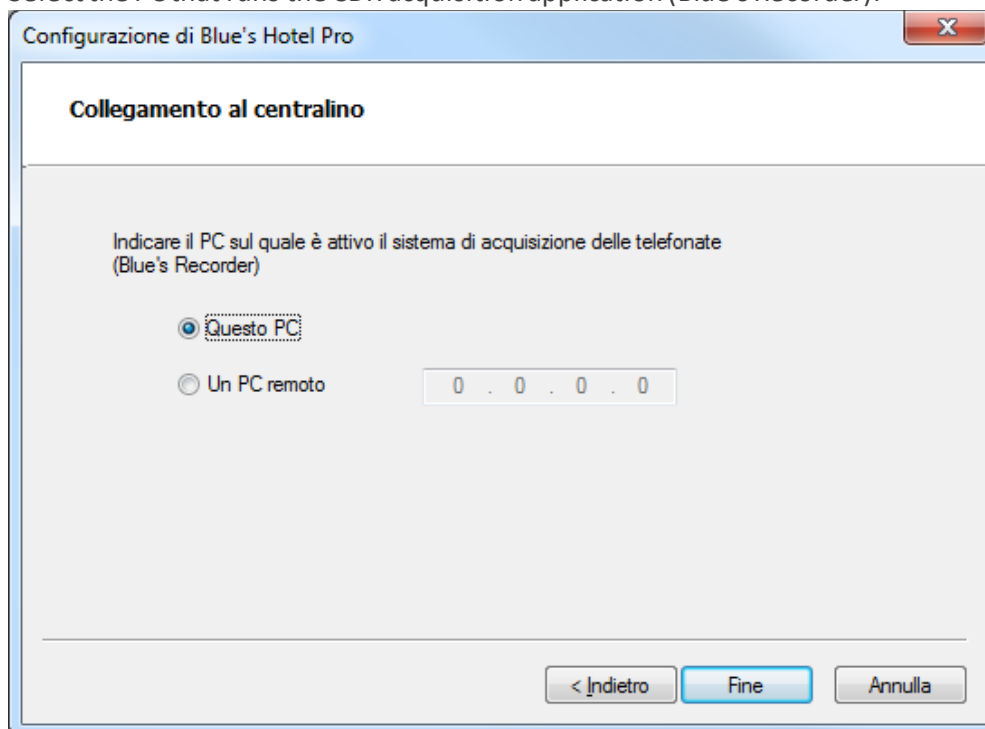
- 1) Run Imagicle Hotel
- 2) Click File > Configuration ...
- 3) As displayed in the image below, enter the Hotel name, select a logo if you want to, select 'proceed without creating rooms' and click next.



- 4) Then select 'specific PBX model'. From the drop down list select 'Avaya (PMS Link compatible)' and click next.



- 5) Select the PC that runs the CDR acquisition application (Blue's Recorder).



- 6) Click Finish.

Now you are ready to use your new Imagicle Hotel!.

7 What to do if ...

7.1.1 The recorder does not connect to the PBX

- Make sure the PBX is properly configured in Hotel Mode (see Appendix A)

7.1.2 Blue's Hotel Pro does not run basic functions

- Make sure the PBX is configured correctly in Hotel Mode (see Appendix A)
- Make sure the PBX serial connection settings are correct

8 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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