Imagicle Hotel. Configuration guide for Avaya IP Office with Kit configuration service

2016





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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, includ-ing 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 us 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 Prouses '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:

🛃 Avaya IP Office Manager 6.2 (4)[security]	the second second	
File <u>M</u> odifica <u>V</u> isualizza <u>S</u> i	trumenti <u>A</u> iuto		
Impostazioni di	Servizio: Configur	ration	□ + × ✓ < >
Sicurezza	Dettagli servizio		
Sistema	Nome	Configurazione	
Servizi	Sistema host	TELCEN_TEST	
Utenti del servizio	Porta TCP servizio	50804, 50805	
	Livello di sicurezza del servizio	Non sicuro + Sicuro	•
			OK Annulla Aiuto
Pronto			

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

Maya IP Office Manager 6	5.2 (4) TELCEN_TEST	[4.2(4)] [Administra	tor(Amministratore)]
File Modifica Visualizza	<u>S</u> trumenti <u>A</u> iuto	ELCEN_T	EST	Diritti utente BloChiamateU
IP Offices	Nome	Priorità	Blocco ch	Bi2 BloChiamateU Ar + X + < >
Utente (14)	Agent Application	5 5	No No	Abilita voicemail Bichiamata voicemail
RAS (1) RAS (1) WanPort (0)	Boss Default	5	No No	Attiva richiamata di voicemail
Rubrica (0) 	Mailbox Paging	5 5 5	No No No	Abilita Non disturbare
Instradamento Codice Accoui Codice Accoui Licenza (31) Tunnel (0)	No default	5	No	Abilita chiamate in uscita C'è un errore di traduzione Blocco
LAN logica (0) Wireless (1) Diritti utente (S Massistente auto				
ARS (1)	•		+	<u>O</u> K <u>Annulla</u> <u>Aiuto</u>
Pronto				

- 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 blockedd. 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:

Avaya TAPI2 configurazioni	
Indirizzo IP interruttore 192.168.0.1	OK Annulla
Nome Utente	
Terzi Password interruttore	
Utenti tuori rubrica Utenti WAV Code ACD	

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.

🖳 Configurazione di Blue's - Connessione al centralino					
Tipo di collegamento Specifica qui in che modo il computer è collegato al centralino telefonico.					
Inserire un nome indicativo per questo centralino: Centrali	no 1				
Indicare di seguito il tipo di connessione con il centralino:					
C Sono connesso direttamente al centralino					
C Sono connesso al centralino tramite Blue's IP Buffer					
C Sono connesso tramite rete TCP/IP al centralino:	Telnet Client 💌				
Sono connesso al centralino con funzionalità Hotel:	Avaya Hotel BLP SMDR 📃 💌				
C Sono connesso tramite Modem a:	Blue's Buffer 📃 👻				
C Sono connesso al centralino tramite:	Blue's Buffer 🔍				
< <u>I</u> ndietro	<u>A</u> vanti > A <u>n</u> nulla				

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.

Configurazione del centralino Avaya	x
Parametri di comunicazione Specifica qui in dettaglio i parametri di collegamento con il dispositivo si	celto.
Non sono stati trovati i componenti necessari all'utilizzo dei servizi	hotel.
Microsoft .NET Framework 3.0	Scarica
Microsoft Visual C++ 2005 SP1 Redistributable Package	Scarica
Imagicle Avaya IP Office ICS Kit	Scarica
[< Indietro]	<u>A</u> vanti > <u>An</u> nulla

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 communcation port to which the phone system will deilver cdr's

Configurazione del centralino Avaya	x
Parametri di comunicazione Specifica qui in dettaglio i parametri di collegamento con il dispositivo scelto.	
Documentazione addebiti Servizio sveglie Servizi hotel	
Inserisci il percorso completo del file dal quale recuperare i dati delle chiamate	
<indietro avanti=""> Annulla</indietro>	

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

Configurazione del cent	tralino Avaya	×			
Parametri di comunicazione Specifica qui in dettaglio i parametri di collegamento con il dispositivo scelto.					
Documentazione addebiti	Servizio sveglie	Servizi hotel			
Tipo di dispositivo:		IP Office Phone: 202			
Durata della singola d Numero massimo di te Pausa fra i tentativi (s	niamata (sec.): ntativi: sec.):	5 · · · · · · · · · · · · · · · · · · ·			
		< Indietro Avanti > Annulla			

• '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 collegan	nento 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
	< <u>I</u> ndietro <u>A</u> vanti > A <u>n</u> nulla

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.

Configurazione di Blue's Hotel Pro	×
Dati generali dell'Hotel	
Nome Hotel	Hotel *****
Logo Hotel	Logo Hotel.bmp
Crea tutte le camere adesso	
Prosegui la configurazione senza	creare le camere
	< <u>Indietro</u> Annulla

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

Configurazione di Blue's Hotel Pro	×
Collegamento al centralino	
 Nessuna integrazione con il centralino Le sveglie vengono comunicate come avvisi a video Dispositivo TAPI generico Il programma effettua le chiamate per le sveglie 	
Modello specifico del centralino Avaya	•
Blue's Hotel Pro consente di gestire direttamente da PC i servizi alberghieri dei seguenti modelli di centrale telefonica Avaya - Tutte le centrali della famiglia IP OFFICE con Manager release 4.1 o superiore I collegamenti previsti per poter usufruire delle funzionalità hotel sono di tipo - LAN	*
< Indietro	Annulla

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

Configurazione di Blue's Hotel Pro		x
Collegamento al centralino		
Indicare il PC sul quale è attivo il sis (Blue's Recorder) © Questo PC	tema di acquisizione delle telefonate	
O Un PC remoto	0.0.0.0	
	< Indietro Fine An	nulla

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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