



FAQ and Solutions

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FAQ and Solutions

How to enable Guest Name on Line Description for analog phones

Applies from Application Suite 2017.1.1

Applies to:

Imagicle Hotel Pack for Cisco UC

Description:

This procedure allows Application Suite to see Analog Phones connect to CuCM through Voice Gateways or ATAs.

When they are available, Hotel Link will be able to associate the guest name to analog phones lines. The name change occurs at check-in. The guest name is removed at checkout.

How-to:

1. On CUCM activate and run the **Extension Mobility service** (at least on the CallManager node pointed by the Imagicle AppSuite).
2. Log onto the Application Suite server as Administrator.
3. Edit this file:

```
<install dir>\StonevoiceAS\Apps\ApplicationSuite\Settings\ApplicationSuite.ini
```

4. Under [Settings] add the following lines:

```
Phone.LegacyUserLogic=0  
DevicePrefixWhiteList=SEP,ATA,AN
```

and save.

5. Edit this file:

```
<install dir>\StonevoiceAS\Apps\ApplicationSuite\Component\Native\SvSasAXL.ini
```

6. Under [Settings] add the following line:

```
AxlDeviceClassFilter=Any
```

7. Reboot the server or restart all the Imagicle services using the proper batch files in the folder <StonevoiceAS>\Temp.

How to change the wakeup call voice prompt

Applies to:

Imagicle Hotel Pack

Description:

Change the default wakeup call audio prompt

How-to:

Up to Imagicle 2022.Winter.1 release

1. Prepare a .wav music file (PCM uncompressed, mono, 8KHz)
2. Copy your new wakeup message in this folder (in this example the audio is named "NewWakeupMessage.wav"):
 <StonevoiceAS>\Apps\HotelLink\Locale\en\SystemPrompts
3. Open this folder: <StonevoiceAS>\Apps\HotelLink\Settings
4. Edit this file: HotelLink.Media.Service.config.xml
5. Add the following lines

```
<configuration version="1.0.1.0" >  
<preference key="service.StateMachineConfig.wakeup_msg" value="~\...\Locale\en\SystemPrompts\NewWakeupMessage.wav"  
<preference key="service.StateMachineConfig.CallDuration" value="60" />  
</configuration>
```

The first line (wakeup_msg) is the relative path and name of the audio file. ("NewWakeupMessage.wav" in our example).

The second line (CallDuration) set the maximum duration of the wakeup call in seconds (60 seconds in our example).

CallDuration parameter applies from the moment the guest answers the call; note that the audio message is not played continuously, it is played once. So if the audio message length is lesser than max duration, the guest will hear silence at the end of the call. If the audio message length is higher than max duration, the message will be truncated.

The advice is to create an audio message which fades out towards the end, and set max duration parameter to the length of the audio message plus 5 seconds.

From Imagicle 2022.Winter.2 onward

Multiple languages are supported and relevant default voice prompts have been already uploaded in EN, IT, DE, ES, FR and AR.

1. Edit the following file:
 <StonevoiceAS>\Apps\HotelLink\Settings\HotelLink.Media.Service.config.xml
2. Add the following line between <configuration> statements:

```
&#9650; <preference key="service.StateMachineConfig.wakeup_msg" value="~\...\Locale\{language}\SystemPrompts\WakeUpServ
```

3. Save file

Wakeup call voice prompt is played in the language chosen at room's check-in. If guest language is different than above six languages, then English is applied.

How to enable Maid ID acquisition in Maid Service IVR

Applies to:

Imagicle Hotel Pack for Cisco UC, Summer 2018 release and above.

Description:

This procedure allows to enable DTMF acquisition of Maid ID, while calling Maid service IVR number. Maid ID is acquired right before entering room status code. This procedure applies for FIAS and MITEL-based PMS.

How-to:

1. Start RDP session to Imagicle Application Suite's IP address and logon as Administrator.
2. Edit this file:
`<install_dir>\Apps\HotelLink\Vxml\MaidService\Built-In\MaidStatusMenu.vxml`
3. Add or uncomment the lines marked below in Blue:

```
<!-- Existing lines -->

<form id="Welcome">
    <prompt>
        <audio expr="session.AudioPrefix + 'MaidWelcome.wav'" />
    </prompt>
    <var name="dialog.InputAttempt" expr="'" />
</form>

<!-- End existing lines -->
<!--
If the PMS configured for a property supports "Maid ID" functionality and you want to use
it, please clone this built-in Maid Status IVR into a custom Maid Status IVR for that
property
-->
<form id="MaidId">
    <var name="dialog.InputAttempt" expr="InputAttempt + '1'" />
    <property name="timeout" value="10s" />

    <field name="maidId">
        <grammar mode="dtmf"
type="X-OPAL/digits">minDigits=3;maxDigits=5;terminators=#</grammar>
        <prompt>
            <audio expr="session.AudioPrefix + 'MaidIdPrompt.wav'" />
        </prompt>
    </field>
    <filled>
        <var name="dialog.InputAttempt" expr="'" />
        <goto next="#GoToMenu" />
    </filled>
    <noinput>
        <goto next="#MaidIdError" />
    </noinput>
    <nomatch>
        <goto next="#MaidIdError" />
    </nomatch>
</form>
<form id="MaidIdError">
    <prompt>
        <audio expr="session.AudioPrefix + 'MaidIdInvalid.wav'" />
```

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```
</prompt>
<if cond="InputAttempt=='111'">
    <disconnect />
</if>
<goto next="#MaidId" />
</form>
```

4. Save file with same name, in this folder:

```
<install_dir>\Apps\HotelLink\Vxml\MaidService\Custom\<PropertyName>\MaidStatusMenu.vxml
```

Replacing <PropertyName> with the name of the property as per configured reported on :

```
<install_dir>\Apps\PMSLink2\Properties\PropertyList.user.ini
```

5. Reboot the server

How to change MWI Annotation voice prompt

Applies to:

Imagicle Hotel Pack for Cisco UC

Description:

Change the default MWI Annotation audio prompt

How-to:

1. Prepare as many new .wav audio files as the number of languages in use (PCM uncompressed, mono, 8KHz). The filename should be **Greeting.wav**, for every language.
2. Access through Remote Desktop to Imagicle server and go to this folder: `C:\Program Files (x86)\StonevoiceAS\Apps\PMSLink2\Properties`
3. Check for configured Property ID, by looking for a file with extension .ini, like **Panorama_Hotel.user.ini**
4. Create a new property-related folder to store new audio prompts. This is the path, where property ID is the same as above sample: `StonevoiceAS\Apps\HotelLink\Data\MWI-Annotation\Custom\Panorama_Hotel`
5. Create, into above folder, as many sub-folders as the languages you intend to use, eg: en, it, es, de, etc.
6. Copy your new MWI Annotation messages in above mentioned property\language folders one Greeting.wav file for each folder). Please make sure that Imagicle [installation language](#) is always included, with relevant audio file. This is going to be the default prompt for non-existing audio files.

How to enable Self-Service IVR script for wakeup call setup

Applies to:

Imagicle 2020.Winter.1 release and above

Description:

Wakeup call setup IVR script is included in UCX Suite. You just have to assign it to a pilot number to allow hotel guest calling the number and program wakeup call autonomously, without involving reception desk.

Wakeup schedule is forwarded to PMS, when leveraging FIAS protocol. This is the relevant Hotel Link transaction:

Wakeup

WR - Wakeup request

WA - Wakeup answer

WC - Wakeup clear

Wakeup records allow both system to set (**WR**) and to clear (**WC**) wakeup calls. In addition, the external system must report the success or failure status of the call (**WA**) to the PMS after execution time. No response is necessary to a **WR** or **WC** record.

The PMS can be set to send wakeup requests in advance or right at wakeup time.

Wakeup-answer: just ONE result may be returned to the ORACLE PMS system for a specific wakeup. If the vendor system retries a wakeup it may NOT send an intermediate result as it would be interpreted as final result.

Wakeup Request

Record ID	Field ID	Description	Format	Direction
WR (Wakeup request)	DA	Date	D	Both
	RN	Room Number	ANS, max 8 (can be longer with Suite8 or OPERA-PMS) _v	Both
	TI	Wake up Time	T	Both

How-to:

Please access to Imagicle instance through RDP session and edit the following file:

C:\Program Files (x86)\StonevoiceAS\Apps\Hotellink\Settings\Hotellink.Media.Parameters.config.xml

Add the following lines, between <Configuration> statements:



```
<preference key="params.routes"><![CDATA[(sip|h323):.*.*(6499)@.*=ivr:...\Vxml\WakeupService\WakeupService.vxml]]>
<preference key="params.routes"><![CDATA[(sip|h323):.*.*=ivr:]]></preference>
<preference key="params.routes"><![CDATA[engine:.*=sip:<da>]]></preference>
<preference key="params.routes"><![CDATA[sip:.*=engine:]]></preference>
<preference key="params.routes"><![CDATA[engine:.*=h323:<da>]]></preference>
<preference key="params.routes"><![CDATA[h323:.*=engine:]]></preference>
```

Above **6499** is the IVR Pilot number. You can replace it with any unused DN in CUCM.

Please save file and access to CUCM web administration.

You need to create a Route Pattern using above IVR pilot number, pointing to Imagicle SIP trunk (or RL) previously defined for Maid Service and wakeup calls.

IVR script invites hotel guest to enter wakeup time in 24h format. Once acquired, IVR replies with a confirmation prompt.

Wakeup call is performed once, during same day or the day after, depending on current time and requested time.

How to customize the Maid Service IVR

Applies to:

Imgacle Hotel Services for Cisco UC, Summer 2018 release and above.

Description:

This procedure allows to customize the Housekeeping service IVR tree for one or more properties. This is normally done to:

- Customize the DTMF options (removing options or changing the order of the existing ones)
- Customize the voice prompts

Please, consider that adding new options to support new room status (not available in the default IVR menu) requires a major software change, it not just a matter of customizing the IVR menu.

How-to:

1. Start RDP session to Imgacle UCX Suite's IP address and logon as Administrator
2. Open the file
`<install_dir>\Apps\PMSLink2\Properties\PropertyList.user.ini`
and retrieve the property name of the property you need to customize.
3. Create this folder:
`<install_dir>\Apps\HotelLink\Vxml\MaidService\Custom\<PropertyName>`
where <PropertyName> is the name retrieved at previous point, for instance:
`Apps\HotelLink\Vxml\MaidService\Custom\Bellavista Hotel\`
4. Copy the content of the folder:
`<install_dir>\Apps\HotelLink\Vxml\MaidService\Built-In`
into the folder you created at previous point, including all the subdirectories.
5. If you need to modify the IVR options, customize the file `MaidStatusMenu.vxml` in the new subfolder, according with your needs.

For example, the following FIAS status are not enabled by default: 11- Turndown required, 12 - Pickup occupied, 13 - Pickup vacant. They must be added in above VXML file.

6. If you need to replace the voice prompts, overwrite the existing WAV files located under the folder
`\Apps\HotelLink\Vxml\MaidService\Custom\<PropertyName>\<XX>`
where <XX> is the language you need to change (for instance 'en'). According with the PMS protocol adopted for the specific property, normally only one audio file set must be changed.
Audio files must be WAV files respecting the PCM format, at 16 bit - 8KHz.
7. Place a test call to the Maid Status IVR and verify the changes applied. Repeat this for each relevant language you need to customize.

How to associate multiple guest data upon check-in

Applies to:

Imagicle UCX Suite ver. 2023.Summer.1 and above

Imagicle Hotel Services, leveraging FIAS-based PMS application

Description:

Imagicle enables to retrieve additional information about the guest during the check-in procedure. Additional data (e.g.: language, VIP level, reservation number, ...) can be displayed besides guest first/last name Service. This feature is useful for receptionists leveraging Imagicle Attendant Console and to show guest details on Cisco IP phones' directories and Caller ID.

Additional data is collected upon guest check-in or when receiving a "Guest change" FIAS message from the server.

How-to:

Note: Below procedure is available to customers leveraging an on-prem or hosted UCX Suite. For Imagicle Cloud customers, please rely on Imagicle Support team to apply below changes.

1. Access Imagicle UCX Suite using RDP session
2. Edit this file: <install dir>\StonevoiceAS\Apps\PMSSLink2\Settings\MainSettings.ini
3. Please locate the following settings and amend them as required:

Setting name	Available values
	%FIRSTNAME%
	Possible placeholders:
	<ul style="list-style-type: none"> • %FIRSTNAME% : guest first name, replaced with the GF field contents • %LASTNAME% : guest last name, replaced with the GN field contents
FIAS.FirstNameTemplate	<ul style="list-style-type: none"> • %VIPVALUE% : guest VIP value, replaced with the GV field contents • %ISVIP% : if the %VIPVALUE% matches the regex contained in the setting FIAS.IsVipRegex, then it will be replaced by the FIAS.IsVipLabel setting value • %LANGUAGE% : guest reservation number, replaced with the GL field contents • %RESERVATIONNUMBER% : guest language, replaced with the G# field contents • %CLASSOFSERVICE% : class of service, replaced with the CS field contents
FIAS.LastNameTemplate	%LASTNAME%
	Possible placeholders:
	<ul style="list-style-type: none"> • %FIRSTNAME% : guest first name, replaced with the GF field contents • %LASTNAME% : guest last name, replaced with the GN field contents • %VIPVALUE% : guest VIP value, replaced with the GV field contents • %ISVIP% : if the %VIPVALUE% matches the regex contained in the setting FIAS.IsVipRegex, then it will be replaced by the FIAS.IsVipLabel setting value

- %LANGUAGE% : guest language, replaced with the GL field contents
- %RESERVATIONNUMBER% : guest reservation number, replaced with the G# field contents
- %CLASSOFSERVICE% : class of service, replaced with the CS field contents

FIAS.IsVipRegex ^.+
 FIAS.IsVipLabel *

4. Settings description:

- FIAS.FirstNameTemplate: define how to present the guest first name. The placeholders is replaced with the actual values, if available in the check-in or guest change messages. By default only the first name is displayed
- FIAS.LastNameTemplate: define how to present the guest last name. The placeholders is replaced with the actual values, if available in the check-in or guest change messages. By default only the last name is displayed
- FIAS.IsVipRegex: regex used to determine if the guests are VIP or not, based on their VIP status available in the check-in or guest change messages. By default if the VIP status is present (and includes some data) then the guest is a VIP; the regex can be modified to apply more complex logic.
- FIAS.IsVipLabel: determines how to represent a VIP guest, using a label to replace the placeholder %ISVIP%. By default the value is *, but it can be modified with any label.

5. Here is an example of an amended MainSettings.ini file:

```
; Queue polling time for the messages towards the GSS
GSS.QueuePollingIntervalMilliseconds=250
; Local ip address to bind
GSS.ListenTo.IpAddress=127.0.0.1
; Port number on which the PMSlink will be listening for client connections
GSS.ListenTo.Port=1009
; Maximum time to wait for a response from the BHL2 client
GSS.SendTimeout=30
; Long var files retention period. Usually 30. Setting this property to 0 disables deletion
PMSLink.Cleanup.KeepForDays=30
; Template variable that accepts the following placeholders:
; %FIRSTNAME% : guest first name, replaced with the GF field contents
; %LASTNAME% : guest last name, replaced with the GN field contents
; %VIPVALUE% : guest VIP value, replaced with the GV field contents
; %ISVIP% : if the %VIPVALUE% matches the regex contained in the setting FIAS.IsVipRegex, then it will be replaced by the FIAS.IsVipLabel setting value
; %LANGUAGE% : guest language, replaced with the GL field contents
; %RESERVATIONNUMBER% : guest language, replaced with the G# field contents
; %CLASSOFSERVICE% : class of service, replaced with the CS field contents
FIAS.FirstNameTemplate=%FIRSTNAME%-%LANGUAGE%-%RESERVATIONNUMBER%
; Template variable that accepts the following placeholders:
; %FIRSTNAME% : guest first name, replaced with the GF field contents
; %LASTNAME% : guest last name, replaced with the GN field contents
; %VIPVALUE% : guest VIP value, replaced with the GV field contents
; %ISVIP% : if the %VIPVALUE% matches the regex contained in the setting FIAS.IsVipRegex, then it will be replaced by the FIAS.IsVipLabel setting value
; %LANGUAGE% : guest language, replaced with the GL field contents
; %RESERVATIONNUMBER% : guest language, replaced with the G# field contents
; %CLASSOFSERVICE% : class of service, replaced with the CS field contents
FIAS.LastNameTemplate=%LASTNAME|%CLASSOFSERVICE%
; Regex to recognize if the value contained in GV field identifies a VIP guest
FIAS.IsVipRegex=^.+
; Value with which the placeholder %ISVIP% will be replaced to identify a VIP user
FIAS.IsVipLabel=*
; Initial time
FIAS.InitialPauseMs=5000
; Interface Vendor version - do not change
```

6. This is the resulting check-in data collected from FIAS-based PMS:

Room 112

Guest

Marco-EA-97 Cerri, Mr. | - English

Check-out

Check-in date

03/07/2023 15:11

Phone Number

112

Housekeeping service status

Not available

Voicemail

0 (0 New)

Wake-up List

Placed Calls

+ New Wake-up

WAKE-UP TIME	STATUS	ATTEMPTS
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Notice that all dates and times refer to the server timezone

7. After any settings change, please restart **Imagicle PMSLink2** service.