Hospitality Services

28 Mar 2024

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FAQ and Solutions

How to reinstall Blue's on a new PC with the same operating system and restore a previous backup

Applies to:

Blue's Professional
Blue's Hotel Pro

Description:

Gives direction on how to move Blue's from a PC to another one, restoring old data

Solution:

Please follow the steps:

1. on the old PC, make a back copy of your Blue's installation folder (default folder is c:\program files\BluesProfessional)

2. install Blue's Professional on the new PC making sure the following steps are observed:

- use the same version of Blue's Professional installed on the old PC

- when installing Blue's on the new server, make sure you install Blue's in exactly the same path (IMPORTANT: this is critical for this procedure to work correctly).
Example, if Blue's on the old PC was installed in D:\program files\BluesProfessional, the installation on the new PC should be installed in the same D:\program files\BluesProfessional

3. copy BluesProfessional folder (the one saved in step 1 of this procedure) to the same location of the new PC. Example, if your old folder was C:\program files\BluesProfessional, copy BluesProfessional folder from the old pc to c:\program files\ of the new PC, overwriting the existing folder

4. at the end of the procedure, please run a Blue's liveupdate from start >programs >Blue's Professiona l>tools >Blue's Live Update

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Enable Blues Pro e Blues Recorder logs

Applies to:

Blues Professional
Blues Hotel Pro
Blues Recorder

Description:

Procedure to enable log, make the test and collect Binfo file for Support

Solution:

Enable logs in Blue's Professional and recorder

1. Open folder < BluesProfessional >

2. Open file "Blues.ini"

3. Set parameter: AbilitaLog=1

4. Save and close this file

5. Open folder   <BluesProfessional> |BluesrecPro

6. Open the file "Bluesrec.ini"

7. Set parameter: LogAbilitato=1

8. Save and close this file

9. Close and open Recorder and Blues Professional

Recreate the issue and then take the logs following this procedure:

1. Close the Blues Recorder, Miner, Scheduler and Blue's Professional

2. Click on: Start -> Programs ->Imagicle Blue's Professional-> advanced tool ->Blue's info

3. Click on [Next >] and wait he end of the process.

4. Click on [Save...] and save the file Binfo.cab on the desktop.

5. Reply at this email enclosing the file saved at the step 4.

6. Restart Blues Recorder, Miner, Scheduler and Blue's Professional from windows programs menu.

Disable Blues Professional and Recorder logs:

1. Open folder <BluesProfessional>

2. Open the file "Blues2000.ini"

3. Set the parameter: AbilitaLog=0

4. Save and close the file

5. Open the folder <BluesProfessional> | BluesrecPro

6. Open the file "Bluesrec.ini"

7. Set the parameter: LogAbilitato=0

8. Save and close the file

9. Close and open Recorder and Blues Professional

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How to reimport all calls

Applies to:

Blue's Professional
Blue's Hotel pro

Description:

Instructions for deleting all calls and import them all from scratch

Solution:

1. close Blue's Miner
2. close Blue's Recorder (NOTE: calls placed and received while recorder is not running may not be billed)
3. make a backup copy of Blues2000.mdb (default path is c:\program files\Blues Professional\Blues2000.mdb)
4. open Blue's Professional.. click tools>delete calls .. select 'all' and click OK.. confirm deletion
5. find Bluesrec1 folder or BluesrecPro if you have an ip connection to the PBX. Default path is c:\Program files\Bluesprofessional\Bluesrec1 or c:\Program files\Bluesprofessional\BluesrecPro
6. in this folder, right click StoricoSITE.txt.. click copy
7. go to desktop and paste the file you copied
8. rename the file pasted on the desktop frmo StoricoSITE.txt to BluesrecSITE.txt
9. right click BluesrecSITE.txt on the desktop and click copy
10. go to Bluesrec1 or BluesrecPro folder and paste bluesrecSITE.txt (overwrite existing file)
11. repeat the same for each site you may have (SIT1, SIT2 and so on)
12. start Miner an Recorder and wait until miner has reimported all your calls (This process may take several hours, according to the size of bluesrecsite.txt)

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Instructions for the creation of a new driver

Applies to:

Blue's Professional
Blue's Enterprise Pro
Blue's Enterprise 4
Blue's Hotel pro

Description:

The document reports instructions for sample calls to go execute that will help creating the new driver

Solution:

Once the document is filled in with the requested operations and information, kindly send the document as attachment to our Support

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Enable Imagicle Hotel and Blues Recorder logs

Applies to:

Imagicle Hotel

Description:

Procedure to enable log, reproduce the issue and send Binfo to Support

Solution:

Enable logs in Imagicle Hotel and Recorder

1. Open installation folder <ImagicleHotel> (Usually like: C:Program Files (x86)ImagicleHotel)

2. Open file "Blues2000.ini"

3. Set parameter: AbilitaLog=1

(If missing add this parameter)

4. Save and close this file

5. Open folder   <ImagicleHotel>BluesrecPro

6. Open the file "Bluesrec.ini"

7. Set parameter: LogAbilitato=1

8. Save and close this file

9. Close and open Recorder and Imagicle Hotel

Recreate the issue and then take the logs following this procedure

1. Close the Blues Recorder, Miner, Imagicle Hotel and Blues Service Host from the windows services panel

- Click to Start > Run

- Enter the command: services.msc

- Stop Blue's Service Host (right click -> stop)

2. Click on: Start -> Programs ->Imagicle Hotel -> advanced tool -> Blue's info

3. Click on [Next >] and wait the end of the process.

4. Click on [Save...] and save the file Binfo.cab on the desktop.

5. Reply at this email enclosing the file saved at the step 4.

6. Restart Blues Recorder, Miner, Imagicle Hotel from windows programs menu and Blues Service Host from the windows services panel

- Click to Start > Run

- Enter the command: services.msc

- Start Blue's Service Host (right click -> stop)

Disable Imagicle Hotel and Recorder logs:

1. Open folder < ImagicleHotel > (C:Program Files (x86)ImagicleHotel)

2. Open the file "Blues2000.ini"

3. Set the parameter: AbilitaLog=0

4. Save and close the file

5. Open folder   < ImagicleHotel >BluesrecPro

6. Open the file "Bluesrec.ini"

7. Set the parameter: LogAbilitato=0

8. Save and close the file

9. Close and open Recorder and Imagicle Hotel

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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:

â `<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.

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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 underline installation language is always included, with relevant audio file. This is going to be the default prompt for non-existing audio files.

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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	DA	Date	D	Both
	RN	Room Number	ANS, max 8 (can be longer with Suite8 or OPERA-PMS)v	Both
(Wakeup				
request)	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:

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```
<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.

Video

Check In

Bookings and check-ins in a click.

Speed and precision. Monitor room availability and status. Book rooms, check individual guests in and out, or even entire groups with a click.

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Check Out

Invoices and receipts made easy.

In a flash, you print you guests' invoice, receipt or room account with all expenses incurred during the stay, including an itemized list of phone calls made. Details included or separate.

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Imagicle PMS Link

Administration Guide

Description and Architecture

Imagicle PMS Link 1 is an additional module for Imagicle Hotel which allows Micros Fidelio or Micros Opera to be integrated with the PBX.

PMS Link allows the integration of all the PBX supported by Imagicle Hotel.

Phone locking-unlocking at guest check-in/out, wake-up calls and call costs are available directly on the PMS.

The actual Hotel Services may vary, depending on the PBX capabilities.

Imagicle PMS Link is certified by Micros.

Deployment

To integrate *Micros Fidelio or Opera* with your PBX, you need a Windows OS running on PC, Server or Virtual Machine. The Hardware and Software prerequisites match Imagicle Hotel requirements. PMS Link does not require additional resources.

The deployment of the Imagicle Hotel + PMS Link solution is made by Imagicle Advanced Services Team.

The activation of the *Micros Fias* interface is made by *Micros* technicians. Additional charges are usually required (riformulare).

Hotel Pack for Cisco UC

Product Description

The Imagicle Hotel Pack for Cisco UC provides all the hospitality features natively missing from any Cisco platform.

Based on a vast experience in the hospitality market and on the reliable services of the Imagicle ApplicationSuite (of which includes 4 applications), the Hotel Pack grants you a complete integration with hundreds of Property management Systems (i.e. Micros Fidelio-Opera, Fidelio Cruise, Infor, Protel, Galaxy, etc.) managing guest calls billing, check-in/check-out, wake-up calls and more.

Imagicle Hotel Pack services are provided by the Imagicle Application Suite for Cisco UC.

You can find the **Hotel Pack product administration and configuration guide** in the Cisco UC section of the documentation web portal.