

Strata® DK Technical Bulletin

TBDK-0019
September 21, 1998

4031040

HMIS, DKT2001, StrataLink I&M and Programming Updates Version D to D.1

The pages included with this bulletin will update your *Strata DK Installation and Maintenance (I&M) and Programming Manuals* to documentation version D.1.

This bulletin covers HMIS, DKT2001 Digital Single Line Telephone, and StrataLink information. These printed updates are being sent to each office-of-record.

The Strata DK Library CD-ROM, Version C, contains these updates and will be mailed in the near future to each office-of-record and to *Strata DK Library* CD-ROM holders in the field.

To update the hard copy of the *Strata DK I&M Manual*, refer to [Table 1](#):

Table 1 I&M Manual Update Pages Checklist

Chapter/Section	Updated Pages	Description/Comments
Cover Page, Table of Contents	Replace entire sections	Updated.
Introduction	vii/viii	Updated.
Chapter 7	7-5/7-6	Updated for the DKT2001 telephone.
Chapter 9	9-53/9-54	Updated for the DKT2001 telephone.
Chapter 13	13-15~13-26	Remove existing page 3-15/3-16 and replace with revised pages. This information replaces CTI Application Bulletin AB50-0004, dated April 1, 1997, which you should also remove.
Chapter 15	Entire chapter	Remove Page 15-1 and replace with the enclosed HMIS chapter.
Technical Bulletins	--	Insert Technical Bulletins TBDK-0018 and TBDK-0020. If you have a <i>SMIS Manual</i> , insert these into that manual instead.
Index	Replace Index	Updated.

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1 of 2

To update the hard copy of the *Strata DK Programming Manual*, refer to [Table 2](#):

Table 2 **Programming Manual Update Pages Checklist**

Chapter/Section	Updated Pages	Description/Comments
	Cover Page	Updated.
Chapter 1	1-7/1-8	Corrected Programming Index.
Chapter 3	3-97/3-98, 3-113/3-114	Corrected LED 06 in Program 35. Added DKT2001 information.
Chapter 7	7-17/7-18, 7-21/7-22	Corrected Programs *64-2 and *66-3.

Strata[®] ***DK***

Digital Business Telephone Solutions

Installation and Maintenance Manual

DK 14

Software Release 3.1

DK 40

Software Release 3.1

DK 424

Software Releases 3.2, 4.0
and ACD

Strata DK

General End User Information

The Strata DK Digital Business Telephone System is registered in accordance with the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

FCC Requirements

Means of Connection: The Federal Communications Commission (FCC) has established rules which permit the Strata DK system to be connected directly to the telephone network. Connection points are provided by the telephone company—connections for this type of customer-provided equipment will not be provided on coin lines. Connections to party lines are subject to state tariffs.

Incidence of Harm: If the system is malfunctioning, it may also be disrupting the telephone network. The system should be disconnected until the problem can be determined and repaired. If this is not done, the telephone company may temporarily disconnect service. If possible, they will notify you in advance, but, if advance notice is not practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Service or Repair: For service or repair, contact your local Toshiba telecommunications distributor. To obtain the nearest Toshiba telecommunications distributor in your area, call Toshiba America Information Systems, Inc., Telecommunication Systems Division in Irvine, CA (714) 583-3700.

Telephone Network Compatibility: The telephone company may make changes in its facilities, equipment, operations, and procedures. If such changes affect the compatibility or use of the Strata DK system, the telephone company will notify you in advance to give you an opportunity to maintain uninterrupted service.

Notification of Telephone Company: Before connecting a Strata DK system to the telephone network, the telephone company may request the following:

1. Your telephone number.
2. FCC registration number:
 - ♦ Strata DK may be configured as a Key or Hybrid telephone system. The appropriate configuration for your system is dependent upon your operation of the system.
 - ♦ If the operation of your system is only manual selection of outgoing lines, it may be registered as a Key telephone system.
 - ♦ If your operation requires automatic selection of outgoing lines, such as dial access, Least Cost Routing, Pooled Line Buttons, etc., the system must be registered as a Hybrid telephone system. In addition to the above, certain features (tie Lines, Off-premises Stations, etc.) may also require Hybrid telephone system registration in some areas.

Publication Information

Toshiba America Information Systems, Inc., Telecommunication Systems Division, reserves the right, without prior notice, to revise this information publication for any reason, including, but not limited to, utilization of new advances in the state of technical arts or to simply change the design of this document.

Further, Toshiba America Information Systems, Inc., Telecommunication Systems Division, also reserves the right, without prior notice, to make such changes in equipment design or components as engineering or manufacturing methods may warrant.

Version A, December 1996
Version A.1 (Update TB16-0003), February 1997
Version B, April 1997
Version C, October 1997
Version D (Update TBDK-0009), June 1998
Version D.1 (Update TBDK-0019), September 1998

- ♦ If you are unsure of your type of operation and/or the appropriate FCC registration number, contact your local Toshiba telecommunications distributor for assistance.

DK14 and DK40

Key system: **CJ6MLA-74479-KF-E**

Hybrid: **CJ6MLA-74478-MF-E**

DK424

Hybrid: **CJ69XA-10243-MF-E**

Key system: **CJ69XA-10242-KF-E**

PBX: **CJCHN-22757-PF-E**

3. Ringer equivalence number: 0.3B. The ringer equivalence number (REN) is useful to determine the quantity of devices which you may connect to your telephone line and still have all of those devices ring when your number is called. In most areas, but not all, the sum of the RENs of all devices connected to one line should not exceed five (5.0B). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to ascertain the maximum REN for your calling area.
4. Network connection information USOC jack required: RJ1CX, RJ2EX, RJ2GX, RJ48C, RJ48X, RJ11, RJ14C, RJ21X (see Network Requirements in this document). Items 2, 3 and 4 are also indicated on the equipment label.

Radio Frequency Interference

Warning: This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the manufacturer's instruction manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference, in which case, the user, at his/her own expense, will be required to take whatever measures may be required to correct the interference.

This system is listed with Underwriters Laboratory.

UL Requirement: If wiring from any telephone exits the building or is subject to lightning or other electrical surges, then secondary protection is required. Secondary protection is also required on DID, OPS, and tie lines. (Additional information is provided in this manual.)

LISTED



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Introduction

This manual provides detailed step-by-step instructions for installing and maintaining the Strata DK14 / DK40 / DK424 digital business telephone systems. It is intended for qualified service technicians and system programmers. At the time of this printing, this book contains Release 4.0 information for the DK424. It also contains some pre-release information for software beyond Release 4.0.

Important! *Information beyond Release 4.0 is preliminary and given prior to product release. Be careful when using this information as the software will change and updates/additions will be required upon final release.*

Use this manual in conjunction with the *Strata DK Programming Manual* which covers the programs related to the Strata DK systems discussed in this book.

Organization

In this manual, information specific to one system is clearly marked for that system whether in a chapter title or within a chapter (e.g., DK40 CO Line/Digital Telephone Interface Unit (KCDU) found in Chapter 7). Unmarked information should be considered to be general to all Strata DK systems discussed in this book.

This manual is organized into these sections/chapters for your convenience:

- ♦ **General Description** provides an overview of the Strata DK systems and associated hardware.
- ♦ **Chapter 1 – DK14 Installation** covers site requirements and explains how to install Strata DK14 Key Service Unit (KSU). Includes power requirements, cable lengths/network and grounding requirements.
- ♦ **Chapter 2 – DK40 Configuration** explains how to configure a Strata DK40 system. It also provides space to record the hardware and station devices that make up the system.
- ♦ **Chapter 3 – DK40 Installation** covers site requirements and cabinet installation information. Defines the installation site requirements necessary to ensure a proper operating environment for the Strata DK40. Also included are input power requirements, cable lengths/network requirements, and grounding requirements. Explains how to install both the Base Key Service Unit (KSU) and the Expansion KSU. Instructions are also provided on how to remove and replace cabinets on installed systems.
- ♦ **Chapter 4 – DK424 Configuration** explains how to configure a Strata DK424 system. It also provides worksheets for determining hardware and station equipment placement and requirements.
- ♦ **Chapter 5 – DK424 Installation** covers site requirements and cabinet installation information. Defines the installation site requirements necessary to ensure a proper operating environment for the Strata DK424. Also included are input power requirements,

cable lengths/network requirements, and grounding requirements. Explains how to install both the Base and the Expansion Cabinets. Instructions are also provided on how to remove and replace cabinets on installed systems.

- ♦ **Chapter 6 – DK424 T1** provides information on T1/DS-1 interfacing for the DK424. T1/DS-1 interfacing is not available for the DK14 and DK40.
- ♦ **Chapter 7 – DK Universal Slot PCBs** provides procedures for Strata DK40/DK424 system Printed Circuit Boards (PCBs) for installation into universal slots. It includes installation instructions, optional configuration information, and wiring and programming considerations for each PCB.

Note PCBs that cannot be installed into universal slots can be found in the installation chapter for the system (e.g., Chapter 3 – DK40 Installation).

- ♦ **Chapter 8 – DK Universal Slot PCB Wiring** contains point-to-point wiring diagrams for connection of telephones, lines, peripheral equipment, and power supplies to the Strata DK systems.

Note Wiring diagrams for PCBs that cannot be installed into universal slots can be found in the installation chapter for the system (e.g., Chapter 3 – DK40 Installation).

- ♦ **Chapter 9 – Station Apparatus** provides instructions on how to connect telephones to the Strata DK systems and how to configure and upgrade them for optional features. Procedures for installing direct station selection consoles, PC and conventional attendant consoles, and door phones also appear.
- ♦ **Chapter 10 – Peripheral Installation** provides connection procedures for optional peripheral equipment to Strata DK systems. The instructions for each option include hardware requirements, PCB configuration, interconnection/wiring requirements, and programming considerations.
- ♦ **Chapter 11 – DK424 ACD Installation** includes installation instructions for Automatic Call Distribution (ACD) and Management Information System (MIS) for the Strata DK424 (applies to all common control processors except the RCTUA). Includes installation instructions for Call Center Viewer. ACD and MIS is not available to the DK14 and DK40.
- ♦ **Chapter 12 – Fault Finding** for troubleshooting and fixing problems.
- ♦ **Chapter 13 – Computer Telephony Integration (CTI)** contains CTI, TAPI, and System Open Architecture Interface information. CTI application notes can be inserted here.
- ♦ **Chapter 14 – ISDN** contains an overview of the ISDN hardware with specific information on the ISDN Primary Rate Interface (PRI) and Basic Rate Interfaces (BRI). It includes instructions for installation, hardware requirements, wiring requirements, and some programming considerations.
- ♦ **Chapter 15 – Hospitality Management Information System (HMIS)** gives you information about HMIS, including installation, the Setup Utility, maintaining the HMIS databases and software, and troubleshooting.
- ♦ **Appendix A – Technical Bulletins** provides a place for your updates and bulletins.
- ♦ **Glossary/Index**

Table 7-1 KCDU Controls, Indicators, and Connectors

Control/Indicator/Connector	Type of Component	Description
CO line circuit 1 indicator CD517	Red LED	Lights to indicate CO line circuit is in operation.
CO line circuit 2 indicator CD617	Red LED	
J7 connectors	Modular connector	Interface connector for CO line circuits, 1 and 2.
PAD switch SW501	Two-position slide	Enables 3 dB signal level drop for CO line circuit 1 (when set in PAD position).
PAD switch SW601	Two-position slide	Enables 3 dB signal level drop for CO line circuit 2 (when set in PAD position).

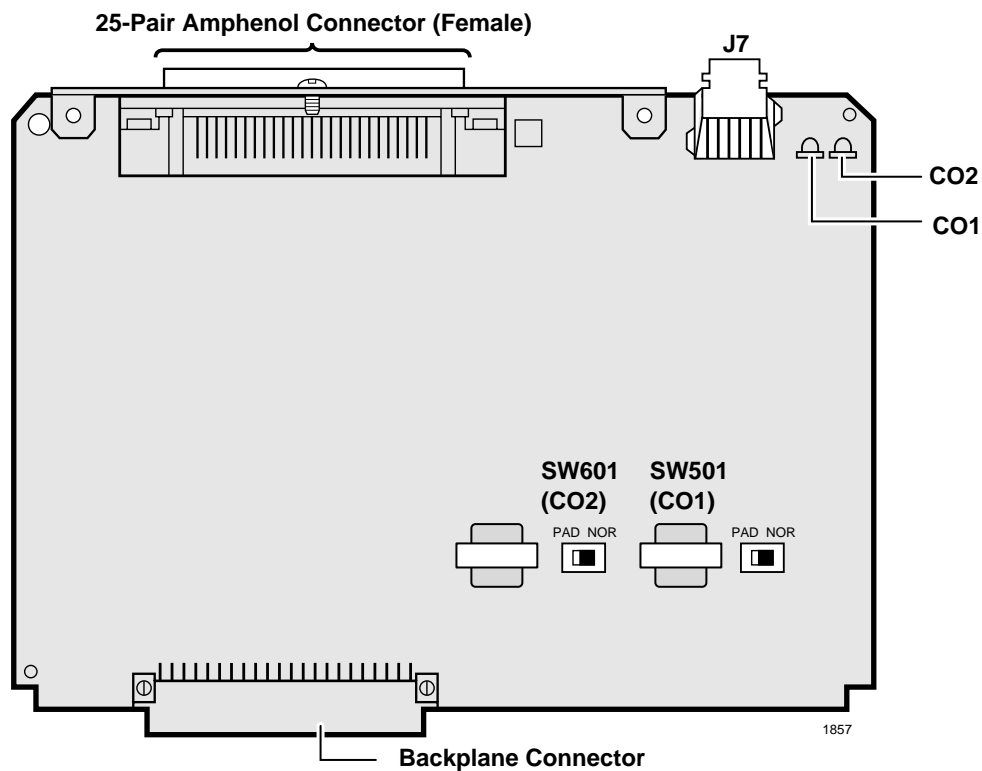


Figure 7-1 KCDU PCB

PDKU2

Digital Telephone Interface Unit

- System:** *DK40 Expansion KSU, DK424*
- Circuits per PCB:** *eight digital telephone circuits*
- Interfaces with:** *digital telephones (with or w/o RPCI-DI or ADM)
DDSS console (circuit 8 only)
PDIU-DS (must have dedicated circuit)
DDCB (circuit 5 only—ports 004, 012, 020, and 028)
cordless digital telephone (DKT2004-CT)
DKT2001 single line digital telephones (see Note below)*
- Older Version(s):** *PDKU1 (identical to PDKU2 except it does not support continuous DTMF tones w/DKT2000-series telephones, DIUs can only be connected to circuits 1–7)*

PDKU2 Hardware Options

PDKU2 does not have to be configured for any option. Refer to Chapter 9—Station Apparatus for instructions on how to connect digital telephones, DDCBs, and DDSS consoles to the PDKU2, as well as how to upgrade digital telephones with these options: an Integrated Data Interface Unit (PDIU-DI, RPCI-DI), a Speaker Off-hook Call Announce upgrade (DVSU), and a Headset/Loud Ringing Bell Interface (HHEU). Refer to Chapter 10—Peripheral Installation to connect the Stand-alone Data Interface Unit (PDIU-DS) to the PDKU.

Note DKT2001 telephones do not support HHEUs, DADMs, DDSSs, RPCI-DIs, or DVSUs.

There are no controls or indicators on the PDKU (Figure 7-2).

PDKU2 Installation

1. Insert the PDKU2 (component side facing right) into the appropriate slot, and apply firm, even pressure to ensure proper mating of connectors. (For DK40, PDKU2 must be installed per tables in Chapter 2—DK40 Configuration.)
2. After installing the PDKU, gently pull the PCB outward. If the connectors are properly mated, a slight resistance is felt.

PDKU2 Programming

Program 03

- ♦ Specify Code 61 to indicate a station line PDKU2.
- ♦ Specify Code 62 to indicate a PDKU2 supporting Speaker Off-hook Call Announce (OCA) and/or DIUs and RPCI-DI Data mode.
- ♦ Specify Code 64 to indicate a PDKU2 supporting a DDSS console, Speaker OCA, DIUs, and RPCI-DI Data mode.
- ♦ For RPCI-DI TAPI mode only and Handset OCA, code 61 can be used and the PDKU2 can be in any universal cabinet slot.

Note If there are no PDKU2 options, Program 03 can be skipped, and Program 91-1 or 91-9 can be run instead.

DKT2001 Digital Single Line Telephone

The following provides information on how to connect the DKT2001 Digital Single Line Telephones (SLTs) to the DK system.

Before proceeding, see warning and caution notes in “[Telephone Installation](#)”.

The digital SLTs connect to the digital telephone ports via the MDF with standard twisted-pair jacketed telephone cable. If using 24 AWG cable, single-pair wiring is sufficient in most cases for DKT2001 model standard telephones to operate effectively at up to 1000 feet from the system.

To accommodate the digital telephone line cord, the cable should be terminated in a modular station connector block (RJ-11) at the station location. The standard single-pair, modular DKT2001 model standard telephone cord that is sent with the telephone is 7 ft. (the maximum allowed is 25 ft.).

- Digital telephone cable runs must not have cable splits (single or double), cable bridges (of any length), or high resistance or faulty cable splices.



► To wall mount DKT2001 digital SLTs

1. Loosen the screws, and remove the telephone base.
2. Using a suitable cutter, remove the handset hanger from the base.
3. Insert the handset hanger in the slot on the front of the phone. The hanger fits in the notch on the handset cradle.
4. Rotate the telephone base 180 degrees and secure it to the telephone with its four screws.
5. Connect the phone to the wall modular connector with a cord approximately four inches long (available at most telephone supply companies).
6. Route the cord into the hollow portion of the base.
7. Mount the phone on the wall mounting modular connector plate.

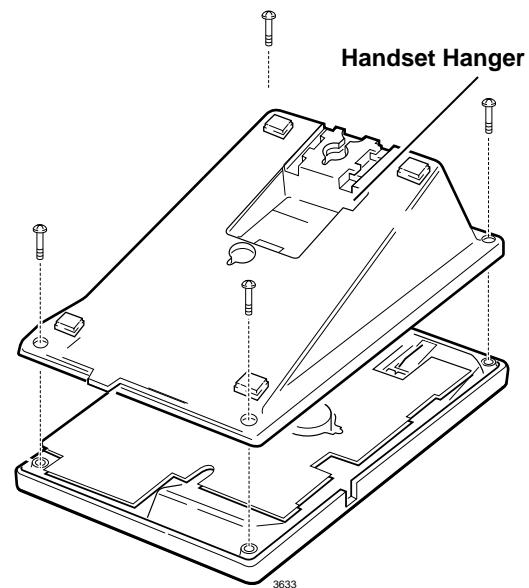


Figure 9-20 Removing the Telephone Base

Installation

1. Set the DIP switches to match [Figure 9-21](#).
2. If required to achieve maximum distance (greater than 1000 ft.), install a two-pair house cable (or external power).

Programming

Program 03: Specify Code 61 to indicate a station line PDKU2.

Program 27: Adjusts initial off-hook volume level for digital telephone handsets.

Program 38: Specify Code 21.

Program 39: Specify key 1 as [PDN].

Note If the Speed Dial button is removed, the * becomes the Speed Dial button. Also, * and # are used to send DTMF.

Program 92-5: Initializes initial ringing, speaker, and muted ring volume levels of digital telephones.

Also, refer to the Numerical Programming Listing in the *Strata DK Programming Manual* for other station-related programs.

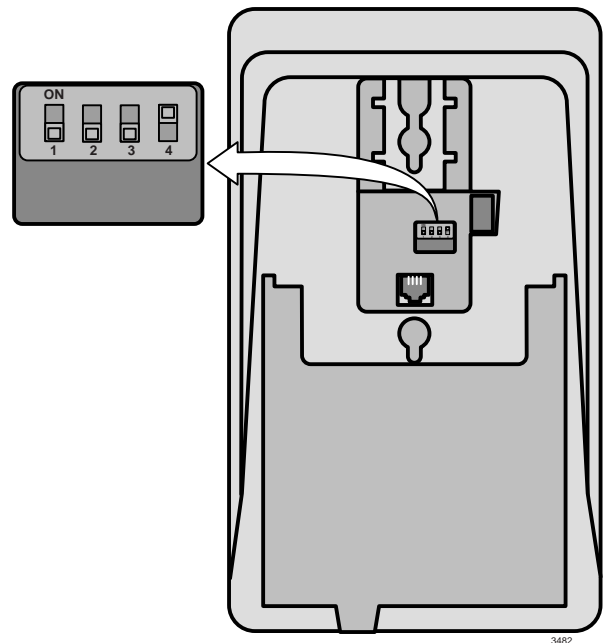


Figure 9-21 DKT2001 Single Line Digital Telephone Settings

Using StrataLink for CTI Connections

This section provides important general information on StrataLink and how it operates. For specific instructions on using StrataLink with a given software application, see the Application Notes for that software.

Many Microsoft® Windows®-based Computer Telephony software products either do not have a TAPI compliant version of their product, or need the additional capabilities of a “middleware” software to use their software with the Strata DK.

StrataLink is a “middleware” application that provides the multiple line and translation functions for non-TAPI software applications. StrataLink provides the flexibility to interface multiple applications and to be able to define the actions desired for each button on the connected phone.

StrataLink works with Toshiba’s TAPI Service Provider (TSPI) v2.26 or higher. Both the TAPI Service Provider and the StrataLink application are included on the TAPI installation disks. Either TSPI, StrataLink, or both can be installed. The installation program selects the appropriate TAPI Service Provider for the PC’s operating system.

StrataLink Operation

StrataLink communicates with software applications using Microsoft Windows Open System Architecture capabilities for Dynamic Data Exchange (DDE). The specific messages are defined as Actions in StrataLink. StrataLink contains a number of Actions for popular applications. The user can select from this list or define new Actions for an application.

StrataLink also accepts DDE Execute commands. These commands enable dialing calls, answering calls, holding calls, blind transfer of calls, and hanging up. Many of these commands can be directed to specific telephone buttons or the TSPI can choose the button.

When using this interface for dialing, StrataLink also provides for button preferences to be used for intercom, local, or long distance calls. It can include prefix digits prior to dialing the number and automatically insert a “1,” if required for long distance calling.

Incoming calls are based upon events from the TAPI Service Provider. These events (Call Ringing, Call Connected, Call Hold, Call Cleared) are used in the Triggering Rules that define what Actions are needed and when. Filters can be used to qualify when an action should be taken.

Figure 13-6 shows how StrataLink is used with Windows applications to provide telephone services with your desktop PC.

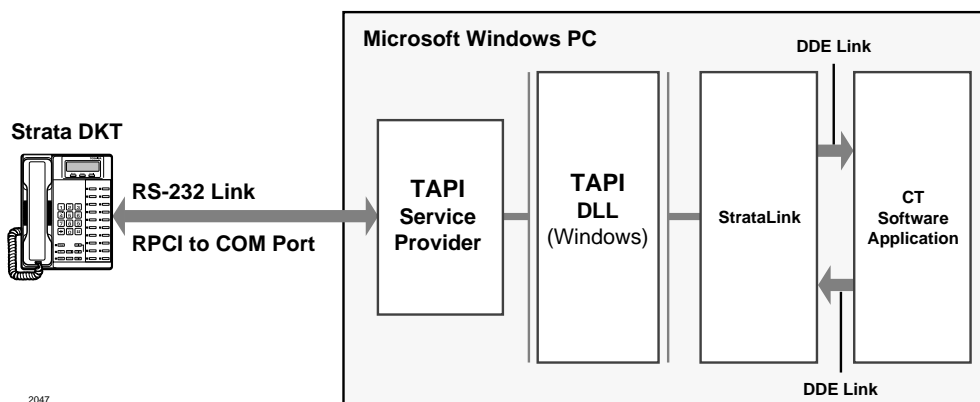


Figure 13-6 Computer Telephony Connection Using Toshiba’s StrataLink

StrataLink has three basic functions. It:

- ◆ Accepts events from the telephone, applies filtering rules and conditions, and causes actions to take place in the application
- ◆ Provides for outbound calling and call control from the application
- ◆ Provides tools for testing the interface and debugging or monitoring the call events

Incoming Call Events

Using Windows TAPI, StrataLink accepts the Strata DK commands and provides a selection of Actions based upon call events (Triggers). Each Trigger can have one or more conditions applied to control how, when, or if the Action should be performed. Each Action has a set of parameters that can customize the application for the user. A list of Trigger events can be created for the desired Action.

Provides Outbound Calling and Call Control

The Computer Telephony Software creates events for controlling the telephone. The events are controlled using DDE exchanges originating from the application and received by StrataLink. In some programs, the application software must be configured for this operation.

Tests, Debugs, and Monitors

StrataLink provides several important testing and debugging functions. These tools enable the installer to verify whether the link is functional. The installer can also use the TAPI link to view the details of the information being passed. These tools reduce the guesswork in the troubleshooting and operation verification.

Starting StrataLink

The Main Screen for StrataLink is shown in [Figure 13-7](#). This screen provides access to the main menu, driver setup, the ability to enable/disable the TAPI link, and a testing interface with the telephone. Most Setup items are located under Setup item from the Main Menu.



Figure 13-7 StrataLink Main Screen

► To install and set up StrataLink

1. Load the software by inserting Disk 1 in the floppy disk drive, and from Windows, selecting **Run...**, typing **A:\Setup.exe** and pressing **Enter**.
2. Follow the instructions for installation.

3. Start StrataLink, enable TAPI and wait for the green light that indicates a communication link with the TAPI Service Provider was successful.
4. Press Driver Setup to configure the driver if not previously done as part of the installation. The Driver Setup selects the COM port, system type, and key definitions for the connected phone. Be sure to assign meaningful labels for the keys on the phone as these are used for creating the Triggering Rules.
5. Test the link with the phone using the Test section. Select the button to place a call, enter a number to dial and press Dial.
6. Once the link has been established with the phone, go to Setup to establish the Preferences, add or edit any new Actions.

Note Actions can be tested using the Add/Edit Action and Show Test Params button.

7. Create Trigger Rules using the events expected from the phone and the desired Action.
8. Make several test calls to verify all the pieces are working and the installation is complete.

Preferences

Most application programs when attempting to dial using a DDE command are not able to specify the line appearance for the call. A line appearance must be specified and can be different for the different types of calls:

- ♦ **Intercom Calls** – dialing numbers with less than five digits.
- ♦ **Local Calls** – calls that match the local area code specified or calls with only seven digits.
- ♦ **Long Distance Calls** – any call with 10 or more digits (also indicate if a “1” needs to be added when missing).

When an Intercom or [PDN] button is used to initiate calls, a prefix code is required to select an outside line. Local and Long Distance calls have provisions for prefix digits to be dialed prior to the number received from the software application.

Applications using DDE messages generally will dial the area code of the telephone number even if it is a local call. By assigning a Local Area Code, StrataLink detects these calls, strips off the Area Code of the telephone number, and dials using the “Local” appearance.

For example, if your Local Area Code is “714” and the application attempts to dial “714-515-1234,” the program converts the number to “515-1234” before dialing.

It may be convenient to record a person’s extension number as part of the telephone number. When dialed the 10 digit number is sent along with the extension number. As long as the number is stored using any letter, such as “x,” all digits following are not dialed, e.g. “714-515-1234 x205” is dialed as “515-1234”.

Some databases may not include a “1” as part of the dialed number. StrataLink can optionally insert this missing digit by using the option “Add 1+ if Missing”. For example, if the application attempts to dial a long distance call like “612-555-1234” (and your Local Area Code is “714”), this option converts the number to “1-612-555-1234” before dialing.

Incoming calls with Caller ID need to have the telephone number in a specific format for the lookup function to work. Caller ID and ANI numbers are received from the telephone network as 10 digits. Many databases store the numbers in a more readable format using punctuation formats by inserting hyphens, parenthesis, and spaces.

StrataLink provides a method for defining the format to present this number to the software application. Any character other than “x” is included as part of the number, where “x” will be replaced with the number received as part of Caller ID.

For example, if the international number plan is needed for the number, then a code for &H of “1+(xxx) xxx-xxxx” is entered. When a number “6125551234” is received, it will be presented as “1+(612) 555-1234”.

The Preferences dialog box is shown in [Figure 13-8](#).

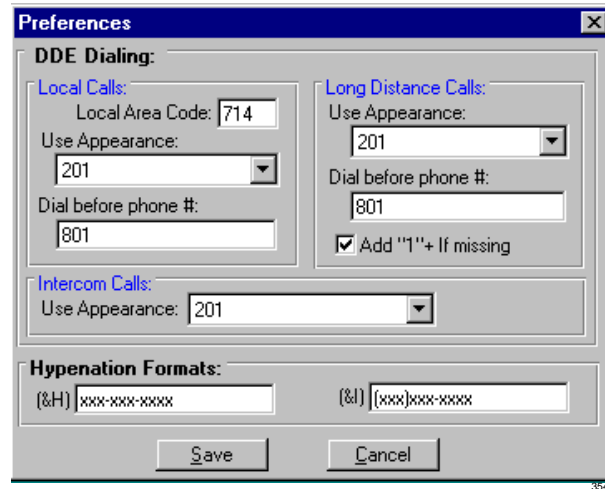


Figure 13-8 Preferences Dialog Box

DDE Commands

StrataLink accepts a number of DDE commands for controlling calls. StrataLink, wherever necessary, offers more than one format for each command. The commands supported include Dial, Answer, Hangup, Transfer, and Hold/Unhold.

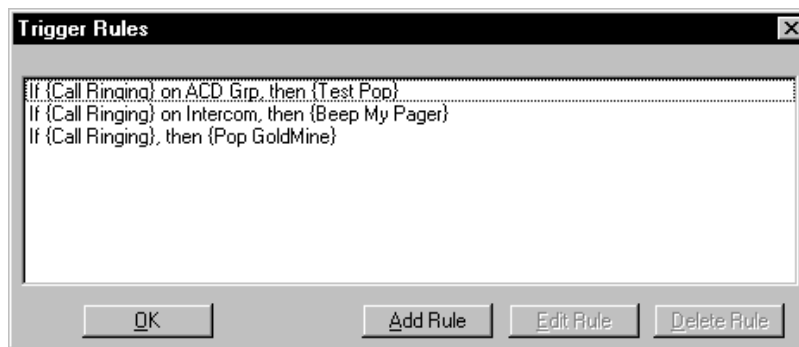
Dial	Dial a telephone number on the specified line appearance. If the line appearance is not specified, the lowest button appearance (Intercom, Local, or Long Distance) is used. [Dial, "Phone Number", <appearance>] ...or [DialNumber ("Button Name", "Outside Phone Number")]
Answer	Answer a Ringing Call on the specified line appearance. If the line appearance is not specified, the lowest appearance is used. [Answer, <appearance>] ...or [AnswerCall ()]
Hangup	Hangup on a active call. [Hangup] ...or [DropCall ()]
Hold	To hold the active call. [Hold]
Unhold	Retrieving a call from Hold. If the "appearance" isn't specified, the lowest button number with a holding line is answered. [UnHold, <appearance>]

Transfer	Blind transfer a call to the designated number [Xfr, "Ext Number"] ...or Transfer, "Ext Number"]
Quit	Terminates the OA Client program. [Quit]
<appearance>	This is a numerical value for the buttons on the attached phone. Buttons begin on the lower left and count upward beginning with zero.

Telephone System Events

Trigger Rules and Conditions

The Trigger Rules are established by the installer or user so that specific Actions can be performed when an event occurs. The Triggering event can be any number of things (e.g., Call Ringing, Call Connected, Call Holding, or Call Cleared). See [Figure 13-9](#).



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Figure 13-9 Trigger Rules

The existing Trigger Rules can be displayed, edited, deleted or new rules can be added. Multiple rules can be created and active at the same time.

Each rule uses the names assigned in the TAPI Service Provider to determine their application to a given event. Buttons with the same name use the same rule written for that name. For example, creating a Triggering Rule for “Call Ringing” on a [PDN] with multiple appearances can be written to apply only to the PDN name, such as “3351.”

Specific [PDNs] can be labeled for “Call Ringing,” while other appearances may require a screen pop whenever a call is connected. These other appearances could have the rule “Call Connected” using <any> button. This prevents screen pops for calls which are directly ringing a particular telephone button, while providing screen pops when a call is answered on another button on the phone.

Add/Change a Trigger Rule

When adding or changing a rule, Filters and Conditions fields display on the Add/Change Trigger Rule screen (see [Figure 13-10](#)):

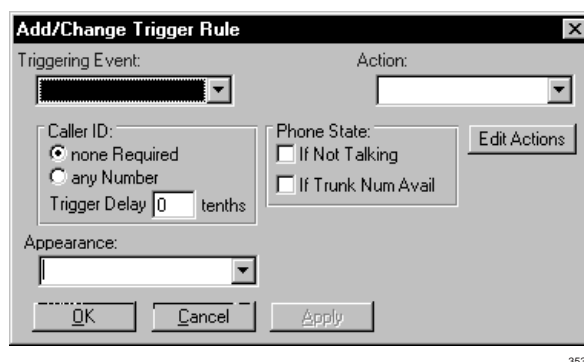


Figure 13-10 Add/Change Trigger Rule

Filters

When the triggering event occurs, it may need to pass specific filters or conditions before the Action is performed. The Filters (see [Figure 13-10](#)) are:

- ♦ **Caller ID** – required/not required. If there is no Caller ID associated with a call, you may not want to have an Action performed. The most common example is “Screen Pop” where you may select “any Number” to not perform the action until a Caller ID number has been received. To trigger an event anytime a call rings, regardless of whether Caller ID is present, you need select “none Required.”
- ♦ **Trigger Delay** – a short delay, expressed in tenths of a second, that will occur prior to the action. The delay is needed to allow the Caller ID or other information to be received prior to performing the action.
- ♦ **Appearance** – the Trigger can be used on any line or a specific line. If the same Trigger applies to some lines but not to others, the rule must be entered for each line to which the rule applies. Buttons having the same name need only one rule, e.g., two buttons labeled 205 would have the same action whenever either ring when a Trigger Rule for Call Ringing is created for appearance 205.

Conditions

Conditions (i.e., Phone State, shown in [Figure 13-10](#)) include performing the action “if not talking” or “if trunk number is available.” You may not want to have an Action performed while you are talking on a call. Again, a common example is to screen pop only “If Not Talking”. This prevents an Action from occurring until you are finished with the call or placed it on hold.

Actions and Parameters

Actions are set up by the installer to perform a specific function (e.g., Screen Pop Goldmine, Pop Telemagic, or Beep My Pager). These Actions can then be used as part of a Trigger Rule

and performed when a specific event occurs. The existing Actions can be displayed (Figure 13-11), edited, deleted or new Actions added.

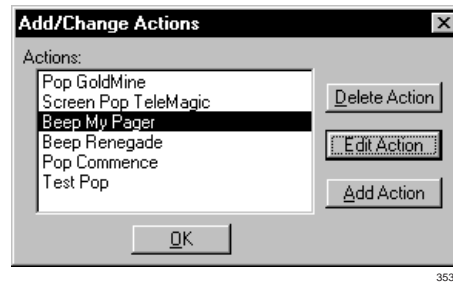


Figure 13-11 Add/Change Actions

Important! Deleting or adding Actions without instructions from Toshiba or knowledge of your program’s DDE commands is not recommended. Toshiba supports editing actions that are based on Application Notes.

Add/Edit Action

When adding or editing an Action, the following fields are displayed (see Figure 13-12 and the following text):

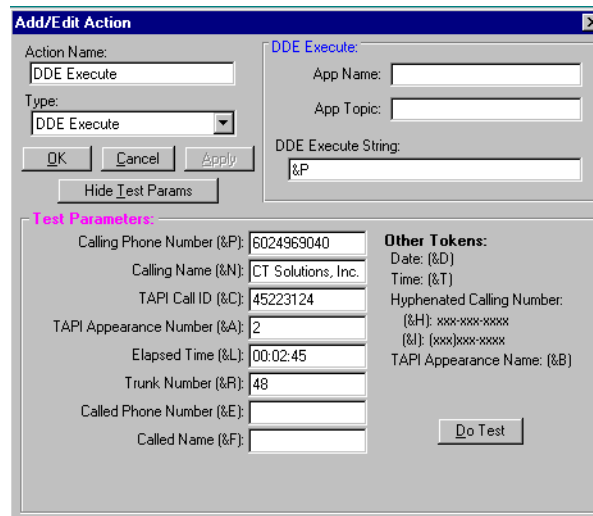


Figure 13-12 Add/Edit Actions

Important! Changes to these items without specific instructions in the program’s Application Notes is not supported by Toshiba.

Action Name – Every event Action has a “Name” that you should set to describe the result the action, such as “Beep My Pager.” This name is used in the Trigger Rules.

Type – Select the Action to be performed from the pull-down menu. Each Action has one or more parameters that must be provided by the user/installer. These parameters often contain “tokens” that enable the inclusion of real-time information (e.g., Caller Phone Number, Date, Time, etc.). The choices are as follows:

- ♦ **DDE Execute** – Sends a specific DDE command to the program you specify. This Action is very flexible and can be used to communicate with many different types of programs for a variety of purposes (e.g., Screen Pop). DDE Execute String parameters include:
 - ♦ **App Name** – Used to set the DDE name of the application to receive the DDE event.
 - ♦ **App Topic** – Used to set the DDE “Topic” for the application to receive the DDE event.
 - ♦ **DDE Execute String** – This is the command executed by the application receiving this DDE event. Typically this command includes token(s) so that real-time information is included in the command string.
- ♦ **Show/Hide Test Params Button** – When you set up an Action, it is always a good idea to make sure the Action works correctly. The Show Test Params button exposes a set of parameters (e.g., Calling Phone Number and Calling Name) that can be changed for verifying the action defined.
- To execute the command, press the Do Test button.

The results of the action are displayed on the lower part of the window. Clicking on the open part of the window clears the test results and the process repeated.

Some parameters contain token(s) that enable the inclusion of real-time information (like the Caller Phone Number, Date, Time, etc.). The Tokens are described in [Table 13-1](#).

Table 13-1 Tokens

Token	Function
&P	Caller Phone Number: Unformatted
&H	Caller Phone Number: Formatted 714-555-12341
&I	Caller Phone Number: Formatted (714)555-12341
&N	Caller Name
&L	Elapsed Time of Call (Seconds)
&C	TAPI Call ID
&R	Trunk (CO Line) Number
&E	Called Phone Number (DNIS)
&F	Called Name (DNIS Tag)
&A	Phone Button Number
&B	Phone Button Name
&D	Date: MM:DD:YY
&T	Time of Day: HH:MM

Note The format is defined using the Preferences dialog box.

TeleMagic Link

The TeleMagic program (from Telemagic, Inc.) communicates with StrataLink via a special link called TeleMagic. The TeleMagic Link appears automatically each time StrataLink is accessed and provides a means to set up and monitor communication between the two programs.

Important! *For this link to operate, the TeleMagic program must be loaded and operational.*

If you select Auto Activate Link (see Figure 13-13), StrataLink automatically attempts to establish the TeleMagic link periodically (every 30 seconds or so) until the connection is made. Once the link is established, the Link Active light changes from Red to Green, dialing and Screen-Pop can function. For Screen-Pop to work, the appropriate Trigger Rules must be set up.



Figure 13-13 Telemagic Link

Pop TeleMagic

This instruction sends a “Pop” or “LookUp” command to TeleMagic with the configuration you specify. This is used to Screen-Pop the TeleMagic contact manager when a call rings in. Pop TeleMagic parameters are:

- ♦ **Index Level** – Tells TeleMagic the level on which to perform the search (e.g., 1, 2, 3, etc.). Leaving this parameter blank causes the search to occur on the level in present use.
- ♦ **Index Name** – Selects the TeleMagic index to be used for the search. For Screen Pop this is typically “TelePhone #”, but since the Indexes within TeleMagic are programmable, this could be set to any appropriate index. The TeleMagic Link must be operational before you can make this selection.
- ♦ **Search String** – This should be set to whatever string should be searched for using the above two parameters. For Screen Pop, this is typically the Calling Phone number which would be the token &P.

Testing TSPI Link

The TAPI dialog box provides a method for verifying the TAPI Driver is setup and operational. To check the driver, select an appearance (e.g., Intercom) and click on each of the Pickup, Dial, and Hangup keys individually. To complete the test, you should repeat this procedure for each line appearance.

To access the setup screen for the Toshiba TAPI Service Provider, click on the Driver Setup button. The Configure Keys section of the screen should be programmed properly as they will be interrogated and used as the Appearances by StrataLink. Whenever you make configuration changes to the TAPI Service Provider, it is recommended that you exit and restart StrataLink.

The Display section on the screen is the display found on the phone. This information is not normally shown and can be activated by pressing Alt+O (see [Figure 13-14](#)).



Figure 13-14 StrataLink Main Screen

Show Events

- ◆ Show Events opens a Debug Events screen which shows real-time events as they occur (see [Figure 13-15](#)). The Display option enables you to choose which event you will monitor.

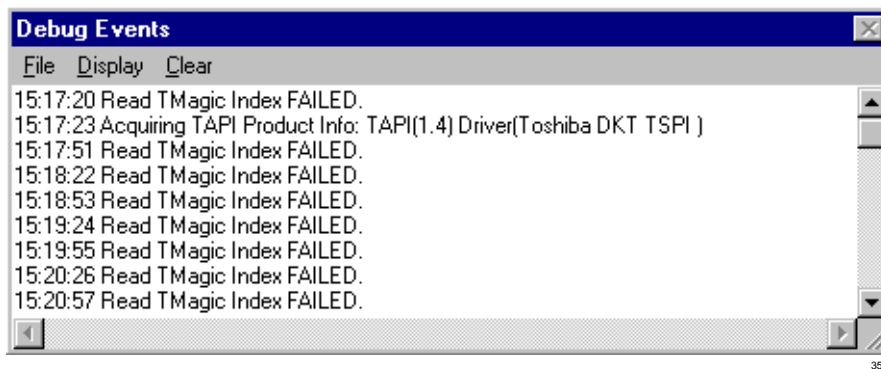


Figure 13-15 Debug Events ScreenTelephone System Events

- ◆ Show Calls displays the Active Call Queue window (see [Figure 13-16](#)), which can be kept open while other activities and functions are performed.

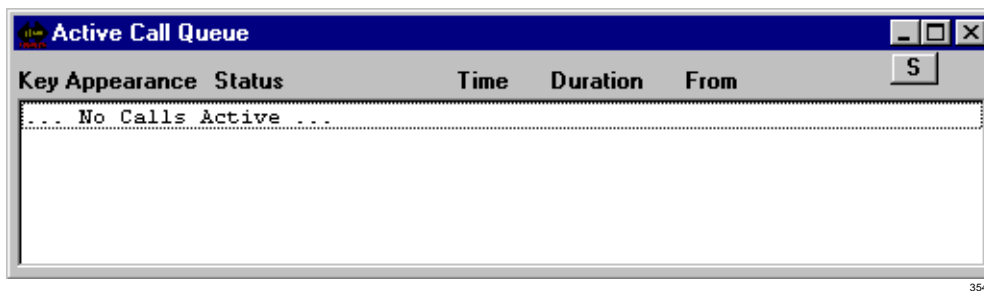


Figure 13-16 Active Call Screen

CTI Application Bulletin Contents

The list below gives you the current application bulletins available for understanding, installation and operation of third-party software applications with your Toshiba telephone system.

As you get future updates and new bulletins, simply replace older ones with the updates and/or add the additional bulletins. Updates and additions that may affect the list below will also include an update to this Contents page.

- ♦ AB50-0001 January 10, 1997 Using ACT! Phone Link with Strata DK
- ♦ AB50-0002 January 10, 1997 Installing ACT! Trial Size Demo Software
- ♦ AB50-0003 April 1, 1997 TSPI Description V2.15
- ♦ AB50-0004 April 1, 1997 This bulletin is obsolete. Refer to the new section [“Using StrataLink for CTI Connections”](#) on [Page 15](#).
- ♦ AB50-0005 April 1, 1997 Golden Gate Pager Client/Server user StrataLink
- ♦ AB50-0006 April 1, 1997 Using Commence V2.0 with StrataLink
- ♦ AB50-0007 April 1, 1997 Using DayTimer Organizer V2.0 with StrataLink
- ♦ AB50-0008 April 1, 1997 Using Goldmine 95 with StrataLink
(use AB50-0013)
- ♦ AB50-0009 April 1, 1997 Using TeleMagic Enterprise V2.2 with StrataLink
- ♦ AB50-0010 September 15, 1997 Using ACT! 2.0 with StrataLink
- ♦ AB50-0011 September 15, 1997 Using ACT! 3.0 with StrataLink
- ♦ AB50-0012 September 15, 1997 TSPI Description V2.26
- ♦ AB50-0013 September 15, 1997 Update for Using Goldmine 95 with StrataLink
(Replaces AB50-0008, April 1, 1997)
- ♦ *Understanding Computer Telephony in a Business Phone System*, April 1, 1997

Note All of the above application bulletins have been sent to you in previous mailings. Place them after this page. If you do not have these bulletins, they can be found on the *Strata DK Library CD-ROM*.

This chapter gives you information about the Hospitality Management Information System (HMIS). The subjects are:

- ♦ Installation
 - ♦ Check Strata DK system requirements
 - ♦ Make sure you have everything
 - ♦ Inspect HMIS Server/Workstation PCs
 - ♦ Connect HMIS PC to Strata DK
 - ♦ Install the network hub (optional)
 - ♦ Install hardware key(s)
 - ♦ Power up the system
 - ♦ Set up the HMIS databases/settings
 - ♦ Check HMIS SMDR and TTY port settings
 - ♦ Program the Strata DK
- ♦ Setup Utility
- ♦ Maintain the HMIS databases and software
- ♦ Troubleshoot the HMIS by verifying settings and communications

For additional information, see the *Hospitality Management Information System (HMIS) General Description* and *User Guide*.

Installation

Step 1: Check Strata DK System Requirements

The Strata DK must be equipped with SMDR and TTY ports to pass and receive data from the Strata DK telephone systems. The HMIS connects to the Strata DK via two connections, the TTY port and SMDR port on a PIOU, PIOUS, RSIU, or RSSU at 1200, 2400, or 4800 baud (see “[Step 4: Connect HMIS PC to Strata DK](#)” on [Page 15-3](#)). If SMDR is also used for general purposes, in addition to hotel guest billing records, it requires a customer-supplied Y-connector to the general purpose printer or call accounting device.

The Automatic Wake-up Call function provided by HMIS has some specific Strata DK system requirements.

- ✦ One digital station port must be available for connection to a digital telephone that is dedicated to the auto wake-up function. This telephone and port is not used for any other purpose. The customer’s telephone system must provide the available digital station port.
- ✦ An external music or message source is required to play the optional music or greeting to guests who receive auto wake-up calls. This requires a customer-supplied music source or digital announcer to play the greeting, and a standard station port on an RSTU2 or RDSU card.

Important! *If a Strategy Voice Mail system is to be installed, an RSIU with two RSIS cards is required in order to accommodate an SMDI interface. See Strategy Hospitality Application Software Technical Bulletin (TB40-0022) for details.*

Step 2: Make Sure You Have Everything

The HMIS server pack includes:

- ✦ PC with a Pentium® 133 MHz processor, 2GB hard drive, 3 serial ports, keyboard, SVGA color monitor, mouse, and internal modem for software updates and remote maintenance. The following software is pre-installed on the hard drive:
 - ✦ Microsoft® Windows® 95
 - ✦ HMIS
 - ✦ Symantec™ pcANYWHERE™
 - ✦ HMIS User Guide
 - ✦ Adobe™ Acrobat® Reader
- ✦ HMIS hardware key(s)
- ✦ PPTC-9 adaptors
- ✦ PPTC-25F
- ✦ Uninterruptible Power Supply (UPS)
- ✦ *HMIS User Guide* (paper copy)
- ✦ CD-ROM disk containing a copy of the HMIS software; *HMIS User Guide*; *Strata DK I&M*, Chapter 15 – HMIS, and other applicable documentation (e.g., bulletins, etc.)

Optional equipment available from Toshiba:

- ✦ Five-port network hub

Note Printer not included.

Step 3: Inspect HMIS Server/Workstation PCs

CAUTION! *Always wear an anti-static wrist strap when inspecting HMIS system components.*

Important! *Before powering on, remove the computer cover and verify that all cards (i.e., internal modem, SVGA, and network cards) are seated and secured properly. Make any adjustments necessary and replace the cover.*

Step 4: Connect HMIS PC to Strata DK

The HMIS is designed to work directly with the DK424/DK280 Release 3.1 or higher and the DK40. This is accomplished by connecting the HMIS PC to the Strata system via the TTY and SMDR ports. The HMIS comes standard as a server/workstation configuration. If additional terminals are needed, HMIS workstations can be networked via a LAN.

Connectors

PPTC Connectors

A PPTC, PPTC-9, PPTC-25F or PPTC25-MDM and two six conductor telephone cords are used to connect the HMIS-SVR COM Port 1 and 2 with Strata DK TTY and SMDR ports (see [Figure 15-1](#)).

See [Figure 15-4 on Page 15-4](#) for pinout details in order to connect the HMIS SVR with other equipment, such as line drivers.

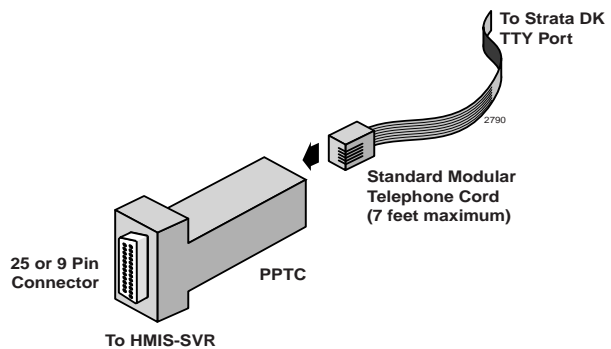


Figure 15-1 PPTC-9 or PPTC-25F Connector

Line Driver

An RS-232 short-haul modem or Line Driver (see [Figure 15-2](#)) is needed to boost transmission for PCs located more than 50 feet from the Strata DK System. A suitable Line Driver is made by Black Box® Corporation at (412) 746-5500, Model ME764A-MSP (male) or ME764A-FSP (female).

Line Drivers must be used in pairs. [Figure 15-3](#) shows the connections between the two line drivers.

See “HMIS Server PC (more than 50 feet away)” on [Page 15-5](#) for instructions on connecting PCs more than 50 feet from the Strata DK

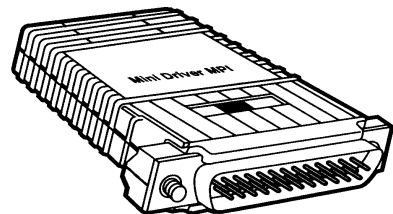


Figure 15-2 RS-232 Short-haul Line Driver

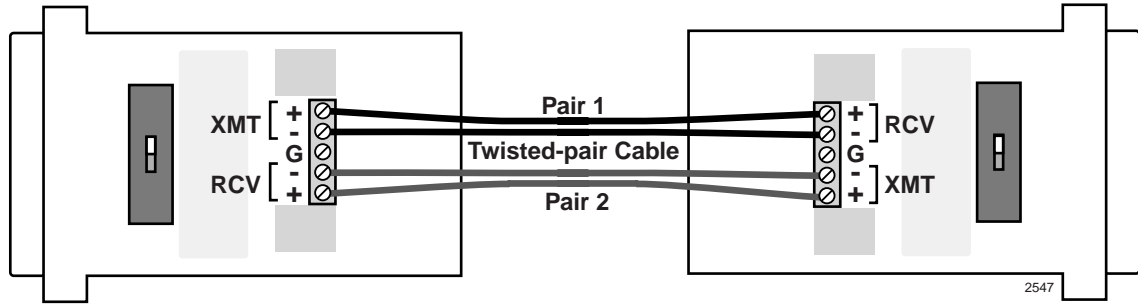


Figure 15-3 Twisted-pair Connections

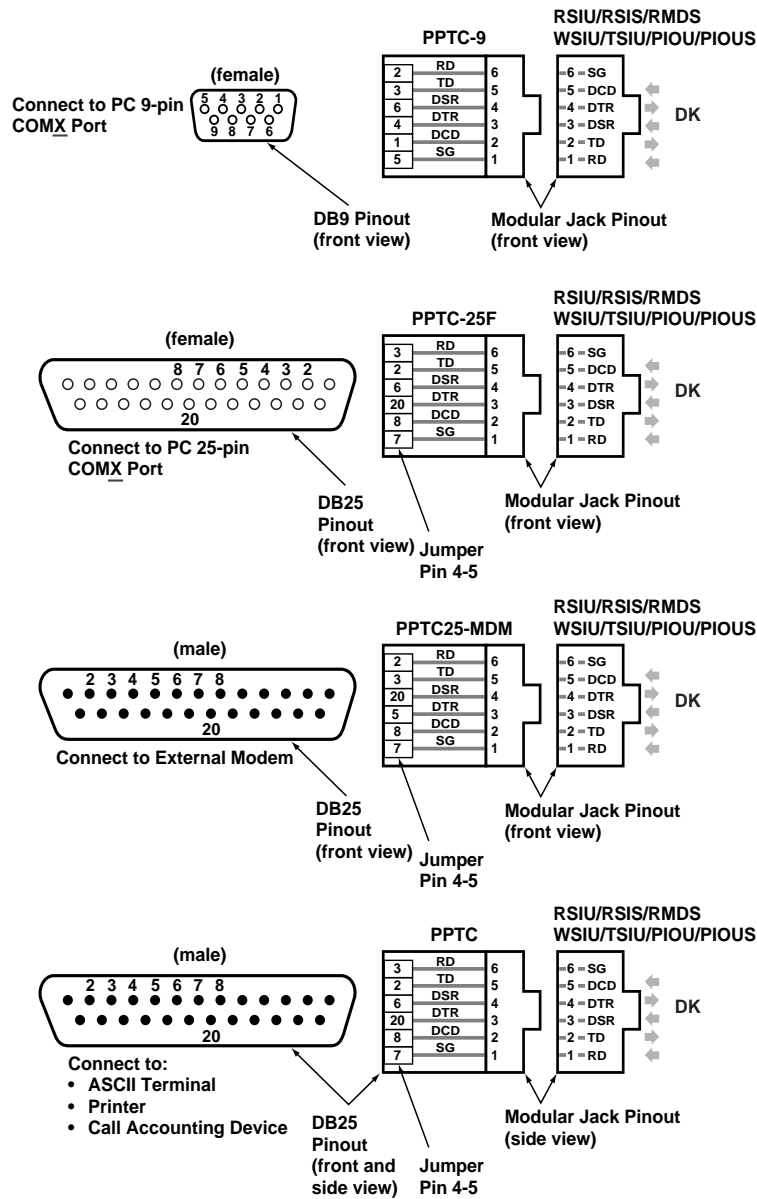


Figure 15-4 PPTC Pinout Diagram

HMIS Server PC (single front desk terminal)

For smaller installations, an HMIS server acting as a single front desk terminal can be installed (see [Figure 15-5](#)).

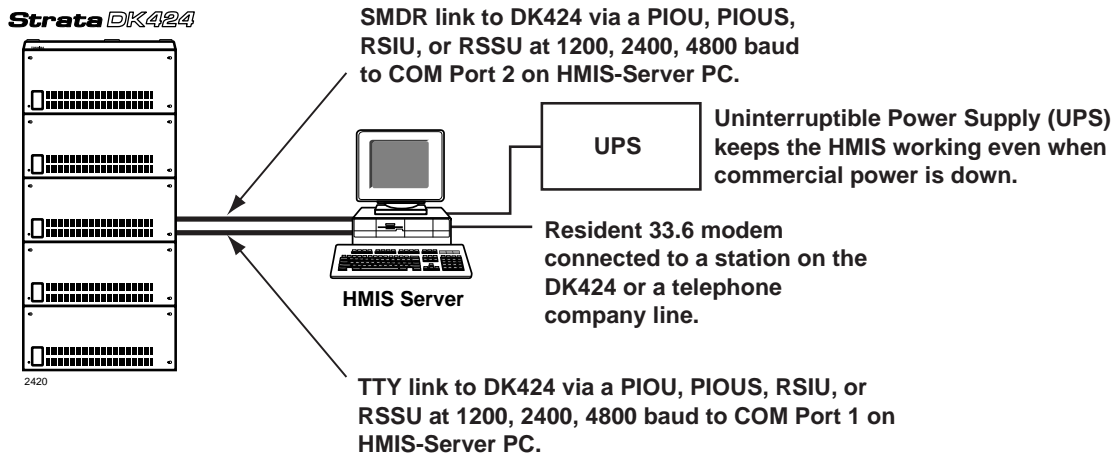


Figure 15-5 HMIS Server PC

HMIS Server PC (more than 50 feet away)

1. Connect the Strata DK TTY or SMDR port (RSIU/RSIS, RSSU, PIOU, or PIOUS PCB) to the ME764-MSP Line Driver with an RS-232 cable (see [Figure 15-6](#)). Set the switch on the Line Driver to DTE.
2. Connect the other end of the Line Driver to the COM port of the HMIS PC. Set the switch on this Line Driver to DCE.

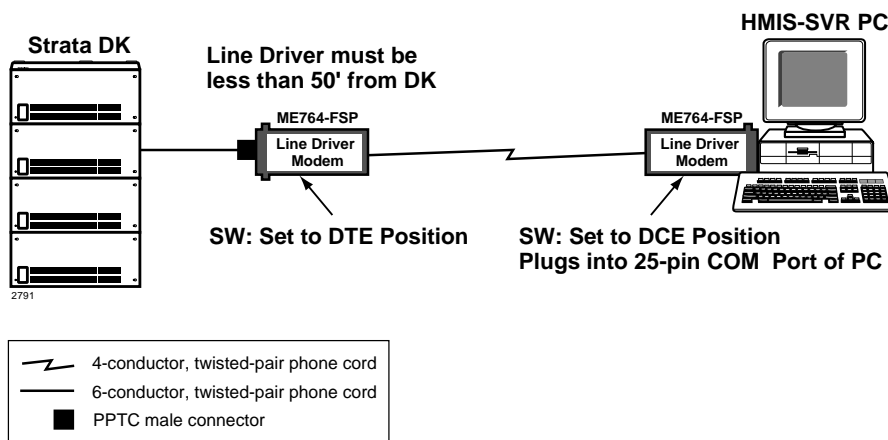


Figure 15-6 Connecting Strata DK to a HMIS-SVR PC more than 50 Feet Away

HMIS Server PC with HMIS Workstation PCs

For larger installations, the HMIS server PC can be networked with HMIS workstation PCs via a LAN to function as multiple front desk terminals (see [Figure 15-7](#)). The configuration includes a five-port 10Base-T network hub (HM-HUB5P) which can support up to four workstations. Up to nine workstations can be connected using either larger or multiple hubs.

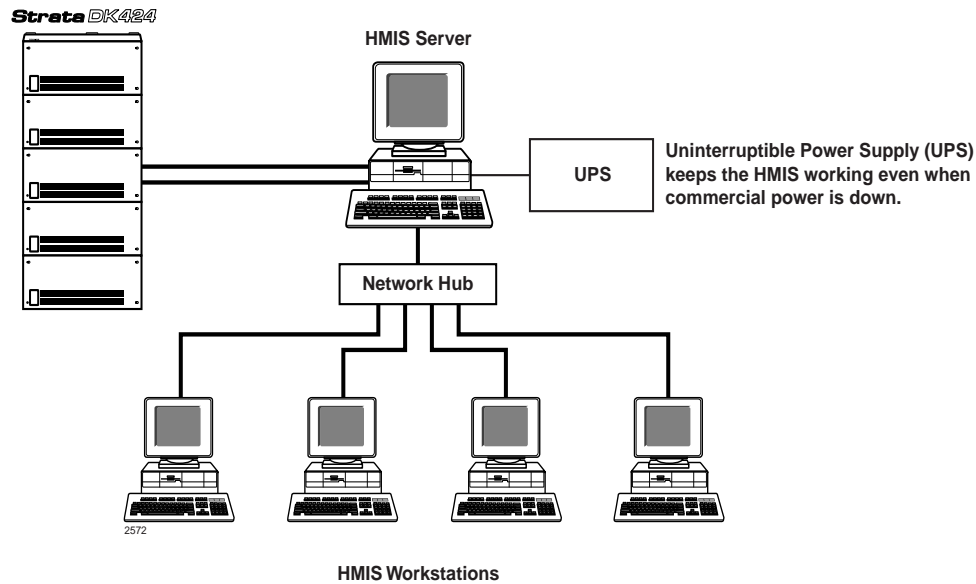


Figure 15-7 Server PC with Workstations

Step 5: Install the Network Hub (optional)

- See the hub manufacturer's instruction booklet (included in the package) for the procedure on installing the hub.

Step 6: Install Hardware Key(s)

There are two types of required hardware keys, one for a server (HMIS-S) and one for a workstation (HMIS-W).

- Install the correct HMIS hardware key on the LPT1 parallel printer port of the HMIS server (see [Figure 15-8](#)).

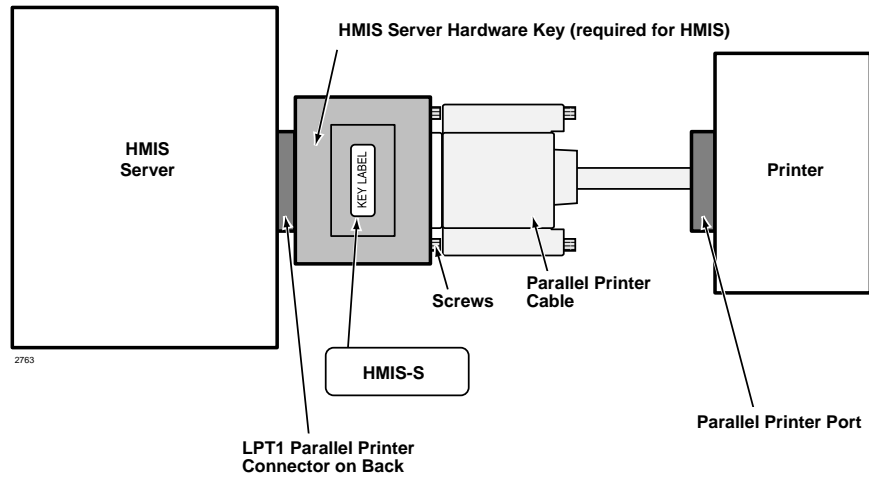


Figure 15-8 HMIS Server PC Hardware Key

...or if there are HMIS workstations, install the correct hardware key on each (see [Figure 15-9](#)).

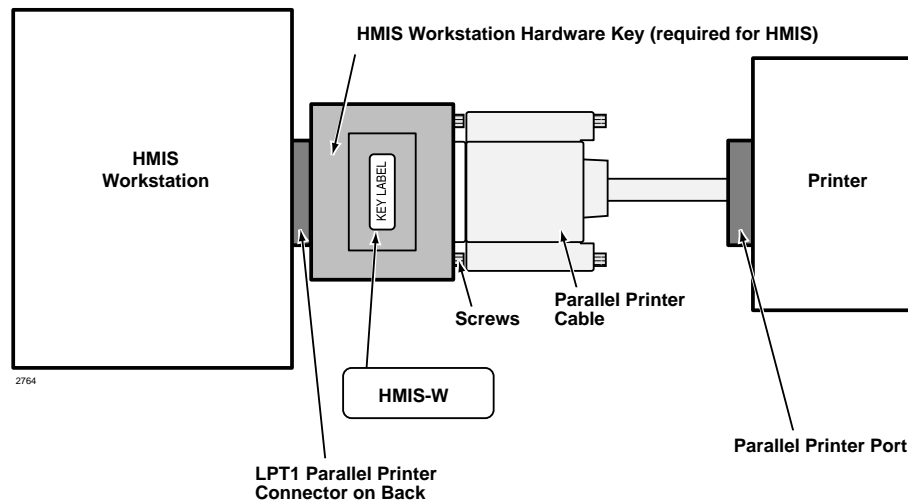


Figure 15-9 HMIS Workstation PC Hardware Key

Step 7: Power Up the System

- Power up the HMIS PC server/workstation(s).

Step 8: Set up the HMIS Databases/Settings

The Setup Utility is accessed from the Main screen by clicking on the Setup button at the bottom of the screen. At the right of every setup screen is a menu of the setup selections which comprise the utility (see Figure 15-10).

HMIS Main Screen

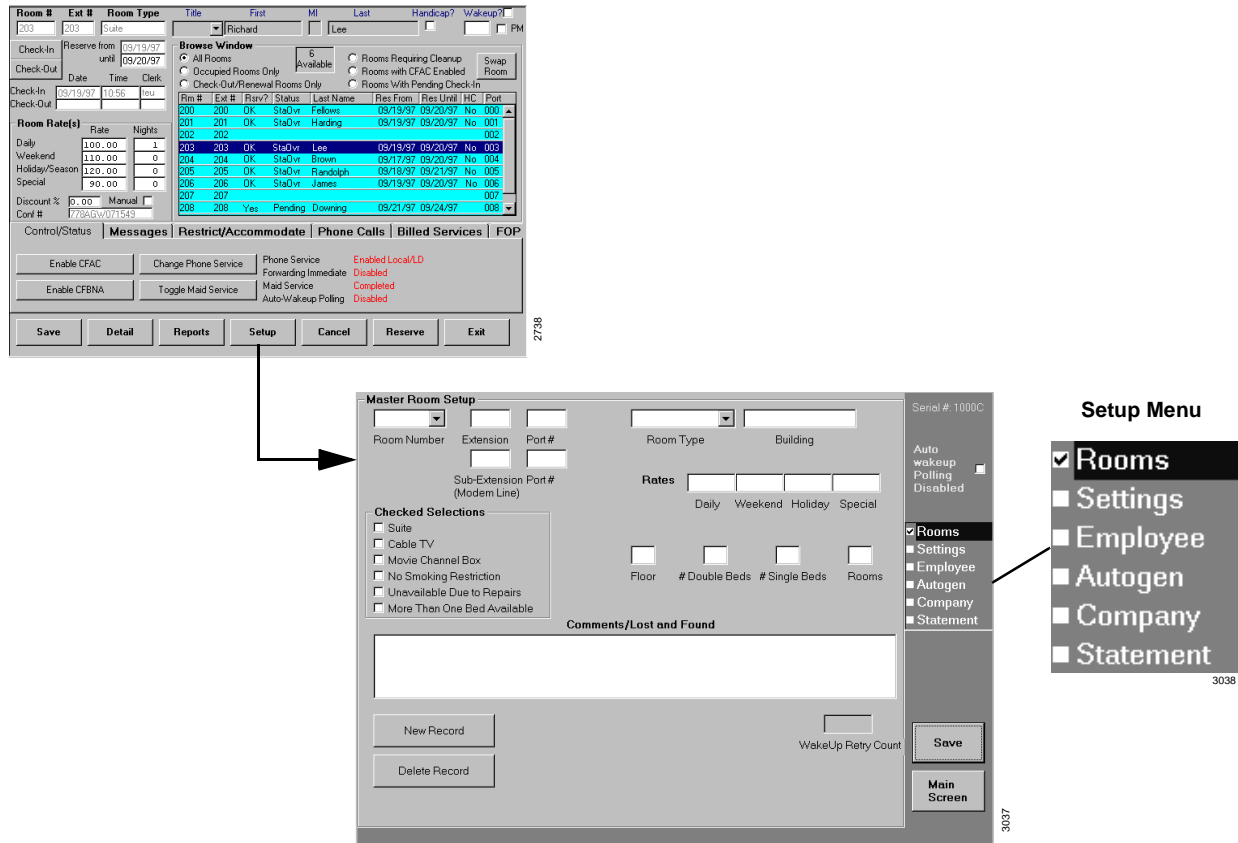


Figure 15-10 Setup Menu

Setup Menu

The following options appear on the screen:

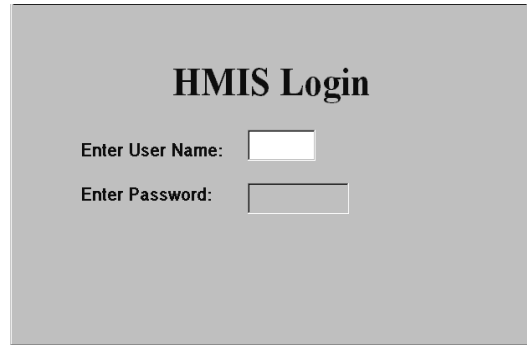
- ♦ Rooms – Enables you to set up a database of room listings using the Master Room Setup screen.
- ♦ Settings – Establishes phone rates (local, long distance, international), taxes, voice mail, auto wake-up settings, etc.
- ♦ Employee – Enables you to enter a three-digit employee ID code for maids, janitors, clerks, medical, service/delivery, restaurant, management and other staff categories. The codes can be used for various productivity and tracking reports.
- ♦ AutoGen – Creates contiguous room records automatically using an incremental approach. Given a starting room number, extension number and port number, a specified number of default records are appended to the room-record database. For configurations with widely varying room numbers, segments of room numbers can be created by repeating the procedure.

- ♦ Company – Provides company information for use on guest bills and reports.
- ♦ Statement – Enables you to set up a customized billing statement.

For a complete description of screen fields and instructions on using the screens, see “[Setup Utility](#)” on Page 15-25.

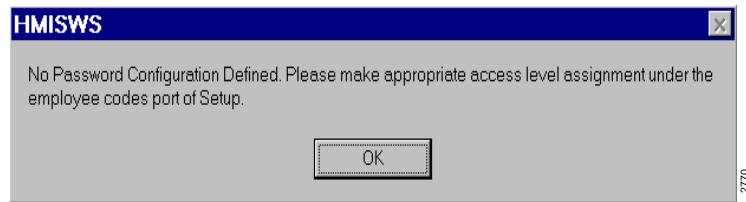
Substep A: Access HMIS Server PC

1. Click Start, Programs, then HMISWS icon.



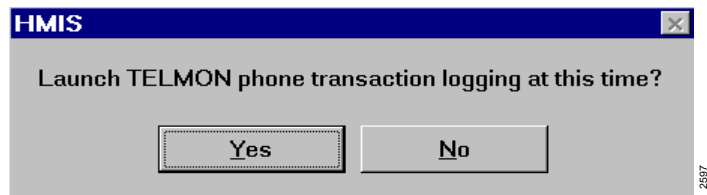
2. From the HMIS Login screen, press **Enter** twice.

A pop-up dialog box appears (shown below). It does not display once you have entered the employee IDs and names in the database. (See “[Create Employee Database](#)” on Page 15-12.)



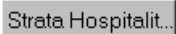
3. Click OK.

The Transaction Monitor Program (TelMon) launch pop-up window displays:



4. Click Yes.

Important! *TelMon must always be running on the server to capture call data from the Strata DK SMDR port.*

A  is placed on the desktop taskbar. The icon is used to check/change SMDR settings (see “[Step 9: Check HMIS SMDR and TTY Port Settings](#)” on Page 15-13).

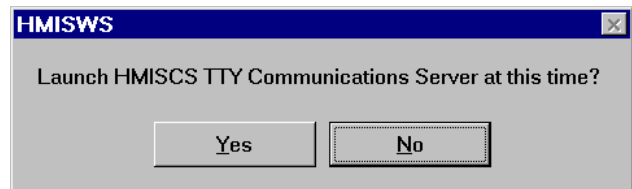
The TelMon pop-up screen displays (shown below). This pop-up box does not display once you have entered the port communication settings for the SMDR line. (See [“Step 9: Check HMIS SMDR and TTY Port Settings”](#) on Page 15-13 for instructions.)



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5. Click OK.

The HMISCS TTY Communications Server launch pop-up window displays:

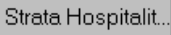


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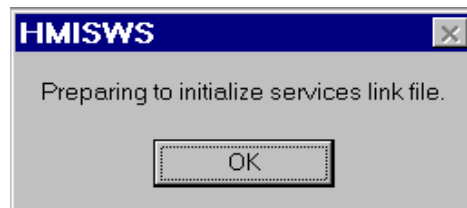
6. Click Yes.

Important! *The TTY Communications server communicates directly with the Strata DK system and must always be running.*

7. Click OK.

A  is placed on the desktop taskbar. The icon is used to check/change the TTY settings (see [“Step 9: Check HMIS SMDR and TTY Port Settings”](#) on Page 15-13).

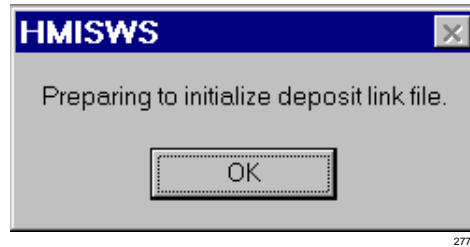
The Services Link File pop-up dialog box displays (shown below). This box only displays the first time you access HMIS.



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8. Click OK.

The HMIS initializes the services link file. The Deposit Link File pop-up box displays (shown below). This box only displays the first time you access HMIS.



9. Click OK.

The HMIS initializes the deposit link file. The Messages Link File pop-up dialog box displays (shown below). This box only displays the first time you access HMIS.



10. Click OK.

The HMIS initializes the messages link file. When the message link file has been initialized, the Reservation Block Index pop-up dialog box displays (shown below). This box only displays the first time you access HMIS.

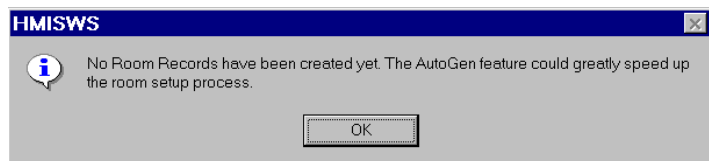


Substep B: Initialize the Reservation Index

➤ Click Yes.

The HMIS initializes a reservation block index for eight years. Once initialized you can change the reservation block to 4, 12, 16, or 20 years. (See [“Modify the Reservation Block Index” on Page 15-38](#) for instructions on changing the block index.)

Once the reservation block has been initialized, a pop-up dialog box displays:



Substep C: Create Room Database

1. Click OK.	The AutoGen Setup screen displays (see Figure 15-14 on Page 15-25).
2. Enter the rooms (description, type, location, etc.) into the AutoGen Setup screen	You can use the AutoGen Setup screen to enter blocks of similar rooms at one time. It may be possible to complete your installation by running this procedure a few times.
...or click Rooms and enter the rooms into the Master Room Setup screen.	You can select the Master Room Setup screen and enter individual rooms into the database (see Table 15-6 “Master Room Setup Screen Fields” on Page 15-27 for instructions).

Substep D: Create Employee Database

- Enter the company employees into the database, using the Employee Codes screen. (See [“Add a Staff Member to the Database” on Page 15-32](#) for instructions.)

Substep E: Enter the Company Information

- Enter the company information into the database, using the Company screen. (See [“Add Company Information to the Database” on Page 15-33](#) for instructions.)

Substep F: Establish HMIS Settings

- Enter the settings (rates, taxes, voice mail, etc.) for the hotel/motel system, using the Settings screen. (See [“Enter/Change/Delete Settings/Information” on Page 15-37](#) for instructions.)

Substep G: Set up Statement Format

- Set up statement format to be used as a billing statement when a guest checks out. (See [“Create/Change Invoice Format” on Page 15-39](#) for instructions.)

Step 9: Check HMIS SMDR and TTY Port Settings

Note These programs are available only on the HMIS server PC.

There are two auxiliary programs that must be running on the server at all times—Transaction Monitor Program (TelMon) and HMIS Communication Settings Program (HMISCS).

Transaction Monitor Program (TelMon)

This program captures call data from the Strata DK SMDR port. The TelMon program consists of two screens, SMDR Viewing and SMDR Processor.

SMDR Viewing/Processor Screens

These screens (see [Figure 15-11](#)) contain HMIS SMDR port settings and an exporting feature which enables you to export data to an ASCII file for checking trunk utilization. See [Table 15-1](#) on [Page 15-14](#) for screen field descriptions.

Important! *This program must always be running on the server to capture call data from the Strata DK SMDR port.*

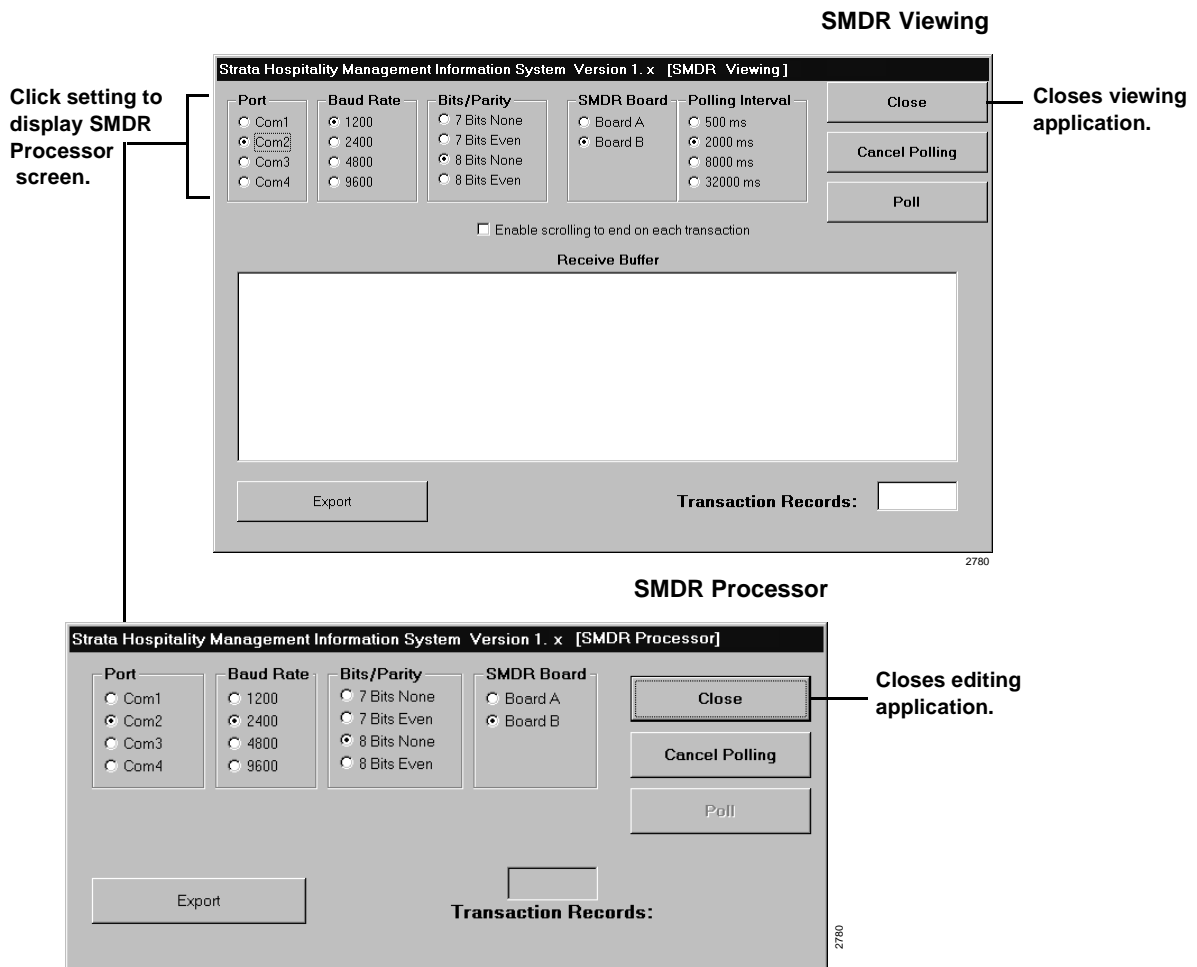


Figure 15-11 SMDR Viewing/Processor Screens

Note For instructions on using these screens to export data, see [“Check Trunk Utilization” on Page 15-53](#).

Table 15-1 SMDR Viewing/Processor Screen Fields

FIELD	DESCRIPTION
Port	Select COM2 as the SMDR port to receive data from the Strata DK. The default configuration is COM2 which is marked COM on the back of the PC.
Baud Rate	The baud rate speed must match the Strata DK TTY port setting. The default for DK424 is 1200.
Bits/Parity	The Bits/Parity should match the Strata DK. The default for the DK424 is 8 Bits None.
SMDR Board	Board A = RCTUA Board B = RCTUBA/BB, RCTUC/D, or RCTUE/F
Polling Interval	The polling interval should be 2000 ms; this is the factory setting and does not need to be changed.
Enable scrolling to end on each transaction	By checking this selection, the latest or last call record received is listed at the end of the receive buffer window. If unchecked, it enables the up and down arrow at the side of the receive buffer window to be used to scroll back through approximately 2,000 call records that are displayed in the received buffer window.
Transaction Records	(Display only) The transaction records window is a counter that increments as call records are received. This window starts at “0” only when the system is first installed. The window shows “2000” after 2,000 call records have been received into the buffer. From that point on, it displays 2,000+; however, many calls would have been received since the software has been stopped and restarted.

HMIS Communication Settings Program (HMISCS)

This program communicates with the Strata DK TTY port. The HMISCS software consists of three TTY screens, Comm Server Viewer, Comm Server, and Communication Settings and Emulation.

Comm Server Viewer/Comm Server

These screens (see [Figure 15-12](#)) verify the following functions are working properly: check-in/check-out and the Enable DND, Disable DND, and Change Phone Service buttons on the Control/Status tab. See [Table 15-2](#) on [Page 15-16](#) for screen field descriptions.

Important! *This program must always be running on the HMIS server to communicate with the Strata DK TTY port.*

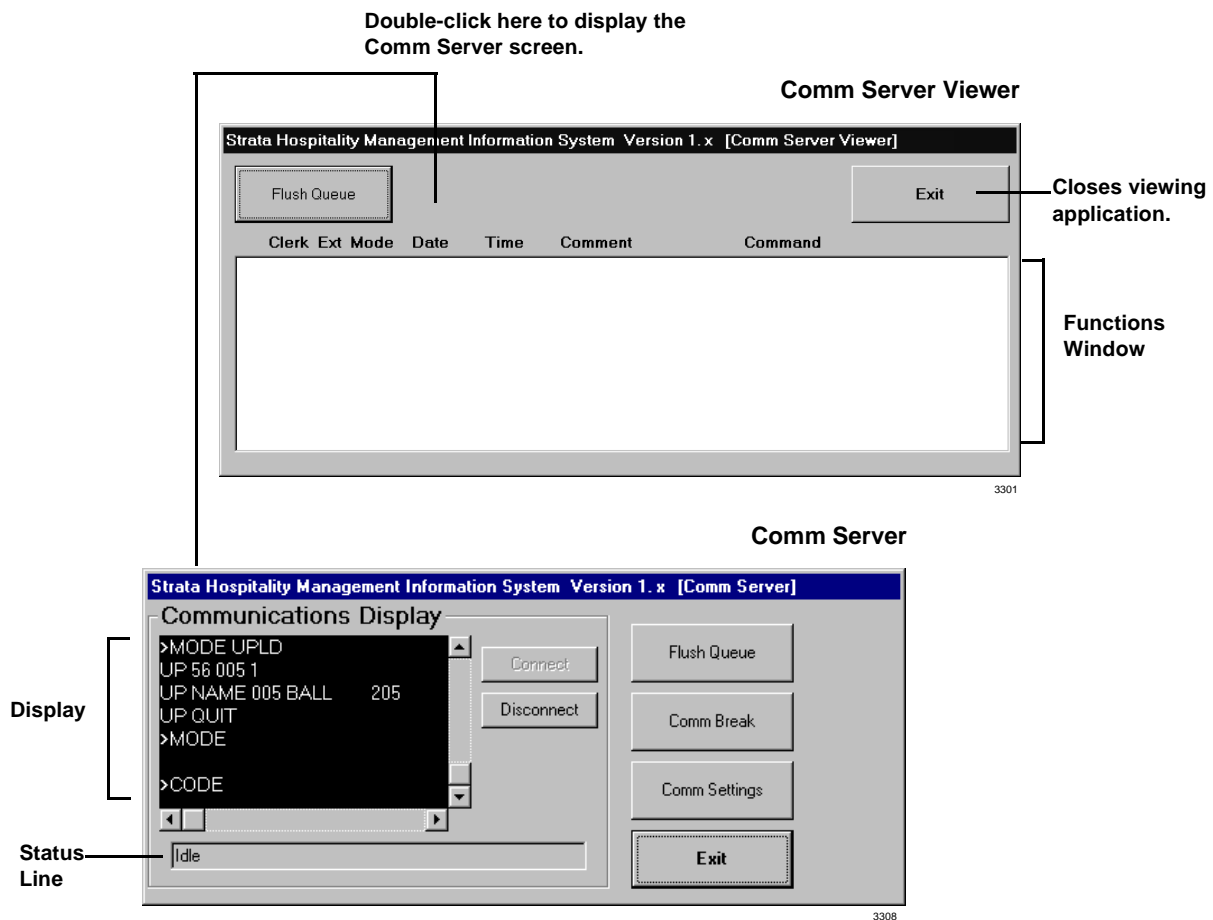


Figure 15-12 Comm Server Viewer/Comm Server Screens

Note For instructions on using this screen to verify communications, see [“Check HMIS Communications with Strata DK”](#) on [Page 15-57](#).

Table 15-2 Comm Server Viewer/Comm Server Screen Fields

FIELD	DESCRIPTION
Status Line	Displays the active function. If no function is active, displays "Idle."
<input checked="" type="checkbox"/> (check mark)	HMIS checks the box once it has completed the function.
Clerk	ID of person logged on to the system.
Ext	Room extension.
Mode	The following modes apply: 1: Enable telephone service. 2: Disable telephone service. 3: Enable DND. 4: Disable DND. 5: Remote maintenance (required to perform Mode 1 or 2 changes)
Date	Date in DD/MM/YY format when the procedure was performed.
Time	Time in HH/MM/SS format when the procedure was performed.
Comment	Brief description of function performed.
Command	Guest name/room number.

Communication Settings and Emulation Screen

This screen (see [Figure 15-13](#)) designates the Strata DK telephone system interface/settings. The screen can also be used to communicate and program the Strata DK and to output (record) the communications to a file. (See [Table 15-3](#) for screen field descriptions.)

Important! *This procedure stops communication to the Strata DK.*

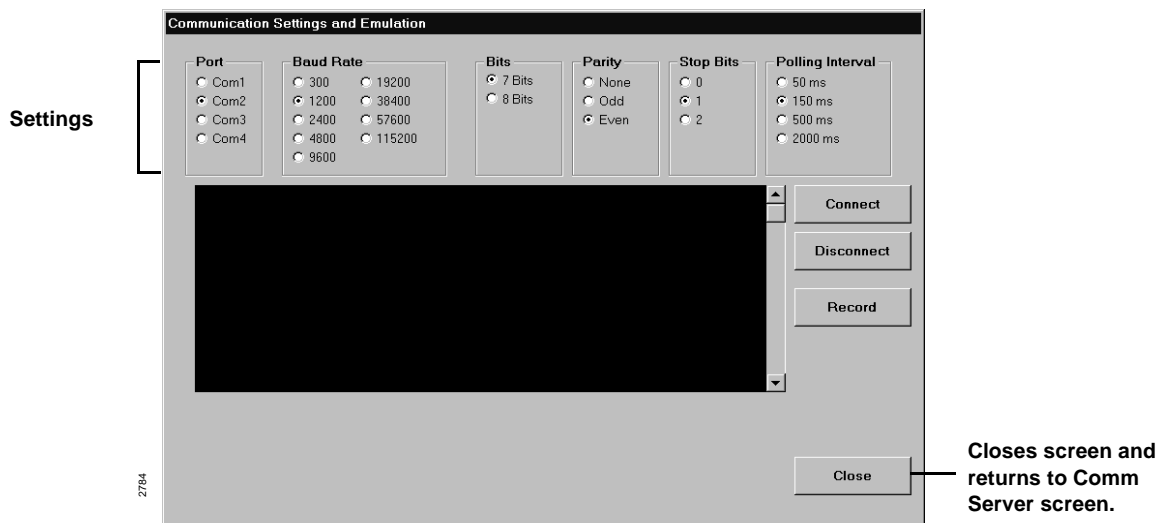


Figure 15-13 Communication Settings and Emulation Screen

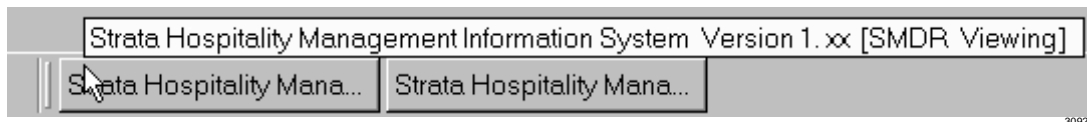
Note For instructions on using this screen to perform manual tests/remote maintenance or output data to a file, see [“Perform Manual Tests/Remote Maintenance” on Page 15-55](#).

Table 15-3 Communication Settings and Emulation Screen Fields

FIELD	DESCRIPTION
Port	Select COM1 which is marked COM on the back of the PC.
Baud Rate	The baud rate speed must match the Strata DK TTY port setting. The default for DK424 is 1200.
Bits	The Bits must match the Strata DK TTY port setting. The default for DK424 is 7 Bits.
Parity	The Parity must match the Strata DK TTY port setting. The default for DK424 is Even.
Polling Interval	The polling interval must be 150 ms.

Substep A: Access the TelMon/HMISCS Screens

Each time the HMIS program is started, a minimized button for each of the programs (i.e., TelMon, HMISCS) appears on the desktop taskbar (shown below). By placing your cursor on a button, context-sensitive help identifies the program as the SMDR Viewer (TelMon) or the Comm Server (TTY) Viewer.

**► To access the program screens**

- Click on the desktop taskbar icon. The program screen (Comm Server Viewer, SMDR Viewing) displays.

Upon exiting the screens, the minimized buttons are removed from the taskbar, and the servers continue to run in the background. To access the screens again, you must use the Setup Utility screen (see [“Restart HMIS SMDR and/or TTY Servers” on Page 15-49](#)).

Substep B: Check SMDR Settings

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. From the SMDR Viewing screen, check the SMDR settings on the screen (see Figure 15-11 on Page 15-13). | <p>SMDR settings for the DK424 should be:</p> <ul style="list-style-type: none"> ◆ Port = COM2 ◆ Baud Rate = 1200 ◆ Bits/Parity = 8 Bits None ◆ SMDR Board = Board B ◆ Polling Interval = 2000 ms. |
|--|---|

- If no changes are necessary, click Close. When the TelMon View pop-up box displays, click Yes

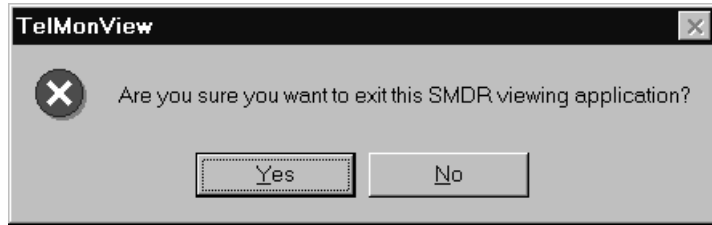
...or if you have a change, click the desired setting.

- Click Yes to make the change

...or click No to cancel the process. When the TelMon View pop-up box displays, click OK.

- Select the new setting, then click Close.
- Click Close.

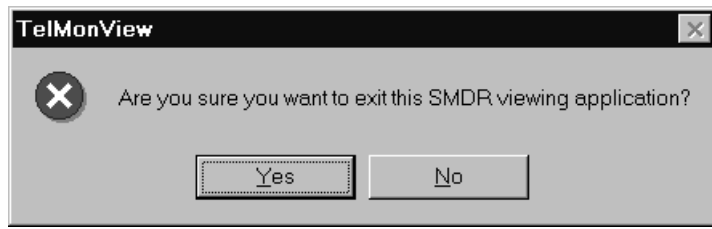
- Click Yes.



The SMDR Processor screen displays (see [Figure 15-11 on Page 15-13](#)).

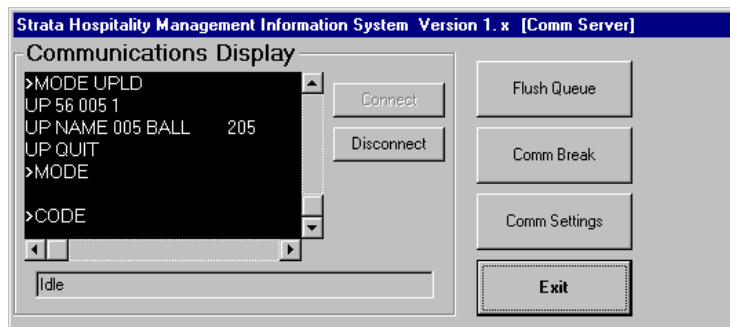


The SMDR Viewing screen displays.



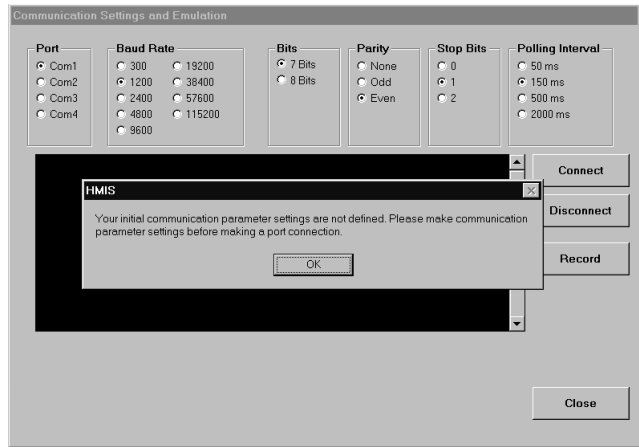
Substep C: Check HMIS TTY Settings

- From the Comm Server Viewer screen, double-click the area to the right of Flush Queue (see [Figure 15-12 on Page 15-15](#)).



2. From the Comm Server screen, click Disconnect.
3. Click Comm Settings.

Call capturing is discontinued.



4. Click OK.
5. Check the TTY settings on the screen and change, if necessary.

The pop-up box disappears.

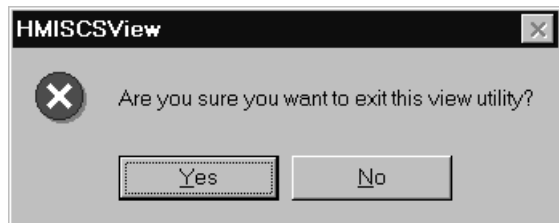
TTY settings for the DK424 should be:

- ◆ Port = COM1
- ◆ TTY = 1200
- ◆ Bits = 7 Bits
- ◆ Parity = Even
- ◆ Stop Bits = 1
- ◆ Polling Interval = 150 ms.

6. Click Close.
7. Click Exit.
8. Click Exit.

The Comm Server screen displays.

The Comm Server Viewer screen displays.



9. Click Yes.

Step 10: Program the Strata DK

The HMIS controls outgoing calls by assigning the station to one of three LCR classes of service. Outgoing calls are tracked and recorded using the DK's SMDR data.

Table 15-4 lists the Strata DK programs which must be configured for the HMIS integration with the Strata DK systems to operate properly. See [“Strata DK HMIS LCR Programming”](#) on the next page for additional LCR programming instructions.

Table 15-4 Strata DK Program List

Program	Settings
Program 03	Assign PIOU, PIOUS or RSIU PCBs to cabinet slots.
Program 50-1	Set LED 01 and 04 ON to enable LCR.
Program 50-2	Set LCR home area code.
Program 50-3	Add the 411 and 911 as special codes.
Program 50-4	Add the long distance route plan: 08 for RCTUA, RCTUBA/BB and 16 for RCTUC/D, RCTUE/F.
Program 50-5	Enter 02 as the local call plan.
Program 50-6	Enter the LCR time-out value. 06 is recommended.
Program 51	Enter LCR area codes. Plan 01 includes home area code, 800, 888. Plan 08 includes long distance area codes. Plan 16 is used for RCTUC/D, E/F processors.
Program 52	Assign LCR office code exceptions for specified area code as needed.
Program 53	Enter LCR schedule assignments for LCR plan no. 01, 02, and 08/16. Stations in groups 1, 2, and 3 are controlled by HMIS.
Program 54	LCR Route Definition Tables. Table defaults are acceptable.
Program 55-0	Delete PIC Code digits as needed.
Program 55-1/55-2	Assign PIC Code digits as needed.
Program 56	LCR Station Group Assignments for LCR plans 01, 02, and 08/16. Group 1: No restrictions Group 2: Local, 800, 888, 911 only Group 3: Resident room in house dialing and 911 only
Program 60-2	Set SMDR threshold time to 0 for 1 second.
Program 60-3	Set SMDR output for 0 (outgoing calls only).
Program 76-1	Assign SMDR and TTY ports.

Strata DK HMIS LCR Programming

The following LCR programs use the guidelines shown in [Table 15-4](#). See Chapter 5 — Least Cost Routing in the *Strata DK Programming Manual* for more detailed information.

Program 50-1 LCR Parameters

- Set LED 02 and LED 04 to ON.

LED	ON		OFF	
01		Enable System LCR		No LCR
02	X	Not Used		Not Used
03		555 LDI Route per Program 50-4		Per Area Code Table
04	X	Dial Tone After LCR Access		Silent
05		Warning Tone Last Choice Route Number		No Warning Tone

Program 50-2 LCR Home Area Code

- Enter the local area code. Example shown below.

##1*2*3 - Spkr 5 0 Hold - Spkr 2 7 1 4 Hold - Spkr # # Hold - Spkr # # Hold

└ DATA = Home (local) area Code

Programs 50-3 (1~5) LCR Special Codes

- Add special codes 411 and 911.

SELECT =	Special Code (4 Digits)	Examples
31	411	
32	911	
33		
34		
35		

Program 50-4 LCR Long Distance Information (LDI) Plan Number

- Enter 08 for RCTUA, RCTUBA/BB and 16 for RCTUC/D and RCTUE/F.

##1*2*3 - Spkr 5 0 Hold - Spkr 4 0 8 Hold - Spkr # # Hold - Spkr # # Hold

└ DATA = LDI Route Plan

Program 50-5 LCR Local Call Plan Number

- Enter 02 as the local call plan.

* # * # 1 * 2 * 3 - Spkr 5 0 Hold - Spkr 5 0 2 Hold - Spkr # # Hold - Spkr # # Hold

DATA = Local Call Plan

Program 50-6 LCR Dial 0 (Zero) Time-out

- Enter the time-out value. Value 06 is recommended.

* # * # 1 * 2 * 3 - Spkr 5 0 Hold - Spkr 6 0 6 Hold - Spkr # # Hold - Spkr # # Hold

DATA = Time-out Value

Program 51 LCR Area Codes

- Enter the LCR area codes.

Plan 01 includes home area code, 800, 888. Plan 08 includes long distance area codes. Plan 16 is used for RCTUC/D and RCTUE/F processors. The following table uses “714” as the example home area code.

LCR Plan: LCR Plan: LCR Plan: LCR Plan:

Data = Area Code(s)			Data = Area Code(s)			Data = Area Code(s)			Data = Area Code(s)		
714						000	713				
800						715	799				
888						801	887				
						889	999				

Program 52 LCR Office Code Exceptions for Specified Area Code

- Assign LCR office code exceptions as needed.

Program 53 LCR Schedule Assignments for LCR Plans

- Enter LCR schedule assignments for LCR plan 01, 02 and 08/16.

Stations in groups 1, 2, and 3 are controlled by HMIS. The following table shows you how to set up Program 53 for the HMIS.

LCR Plan 01-16	Sched. 1-3	Program 56 LCR Station Group (see legend above)	Program 54 Route Definition # (see legend above)				LCR Plan 01-16	Sched. 1-3	Program 56 LCR Station Group (see legend above)	Program 54 Route Definition # (see legend above)			
			1st Pick	2nd Pick	3rd Pick	4th Pick				1st Pick	2nd Pick	3rd Pick	4th Pick
01	1	1	1	Home Area Code	← Guest Room with restricted calling								
		2	1		← Guest Room local/800/888/911								
		3			← Guest Room complete restriction/911 only								
		4	1		← Hotel Administration (unrestricted)								
02	1	1	1	Local Call Route/911									
		2	1										
		3	1										
		4	1										
08	1	1	1	Long Distance									
		2											
		3											
		4	1										

Program 54 LCR Route Definition Tables

- Enter LCR Route Definition Tables. Table defaults are acceptable (shown below).

LCR Plan 01-16	Route Definition # (see legend above)	Program 16 CO Line Group (see legend above)	Program 55 Modified Digits (see legend above)	LCR Plan 01-16	Route Definition # (see legend above)	Program 16 CO Line Group (see legend above)	Program 55 Modified Digits (see legend above)
01	1	01	01	←	Local		
02	1	01	01	←	911		
08	1	01	01	←	Long Distance		

Program 55-0 Delete Number of Digits from the Front of Dialed Number

- Delete PIC Code digits as needed.

Program 55-1 and 2 Add Digits Before and/or After the Dialed Number

- Add PIC Code digits as needed.

Program 56 LCR Station Group Assignments

- Enter LCR Station Group Assignments for LCR Plans 01, 02, and 08/16. Guidelines are shown below.

	LCR Group	Allows
Guest Rooms	01	All calls to be dialed by rooms.
	02	Local Calls, 800/888, 911 only.
	03	911 only.
Administration	04	As needed (most likely will be the same as Group 01).

Setup Utility

The Setup Utility is accessed from the Main screen by clicking on the Setup button at the bottom of the screen. At the right of all setup screens is a menu of the screen selections which comprise the utility (see [Figure 15-10 on Page 15-8](#)):

- ◆ AutoGen Setup
- ◆ Master Room Setup
- ◆ Employee Codes
- ◆ Company Information
- ◆ Settings
- ◆ Invoice Statement Format

This section gives step-by-step instructions for using these screens and a detailed description of screen fields.

Change Room Database

There are two available setup screens for adding/deleting rooms and/or changing room descriptions—AutoGen Setup and Master Room Setup. To add a group (range) of identical rooms automatically, you can use the AutoGen function. If you are entering only a few rooms, you can use the Rooms option instead.

AutoGen Setup Screen

This screen (see [Figure 15-14](#)) enables you to quickly format a room-record database based on a set of default parameters. Information that must be unique, such as room number and associated port/extension numbers, HMIS automatically generates by incrementing each value by one.

See [Table 15-5 on Page 15-26](#) for screen field descriptions.

Room Amenities

Starting/Ending Range Numbers

AutoGen Setup

This setup utility enables you to quickly format a room record data base based on a default set of parameters. Information that must be unique such as room number and associated port/extension numbers are auto-generated by incrementing each value by 1. It may be possible to complete your installation by running this procedure a few times.

Suite
 Cable TV
 Movie Channel Box
 Unavailable Due to Repairs
 More Than One Bed Available
 No Smoking Restriction

Room Type: [] Building: []

Rates: [] [] [] []
 Daily Weekend Holiday Special

Floor: [] # Double Beds: [] # Single Beds: [] Rooms: []

Starting/Ending Room Numbers (5 digit max): [] []
 Starting/Ending Extension Numbers (4-digit max): [] []
 Starting/Ending Port Numbers (3-digits): [] []

Number of Additional Records: []

Over-Write Data Base (start fresh)
 Append Records to Data Base

Compute Ending Numbers
 Add Records Now

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Figure 15-14 AutoGen Setup Screen

Table 15-5 AutoGen Setup Screen Fields

FIELD	DESCRIPTION
Room Amenities (check boxes)	<p>Selections can be toggled ON/OFF by clicking the option's button. The selections describe the amenities or status of the room: Suite, Cable TV, Movie Channel Box, No Smoking Restriction, Unavailable Due to Repairs, and More Than One Bed Available.</p> <p>These options are displayed in the Restrict/Accommodate pop-up dialog box on the Main screen.</p>
Room Type	<p>User definable, or use the drop-down menu for preset options.</p> <p>Any new types are automatically saved by HMIS to the drop-down menu for future use with this screen and the Master Room Setup screen.</p>
Building	<p>Building identification (e.g., main, tower).</p>
Rates	<p>The rate to be charged for the room on a Daily, Weekend, Holiday (Seasonal) or Special rate basis.</p> <p>Decimals/cents are not required. HMIS treats the entered number as a dollar amount. For example, if you enter 73, HMIS saves the rate at \$73.00.</p> <p>Rates are user definable and automatically apply when guests check in.</p>
Floor, #Beds, #Rooms	<p>Fields are displayed in the Available Room Selection Window when reserving a room or checking in a guest. Queen/King beds can be entered as # Double Beds.</p>
Starting/Ending Room Numbers (5 digit max)	<p>Enter the Starting Room Number. The Ending Room Number is computed automatically by HMIS.</p>
Starting/Ending Extension Numbers (4-digit max)	<p>Enter the Starting Extension Number. The Ending Extension Number is computed automatically by HMIS.</p>
Starting/Ending Port Numbers (3-digits)	<p>Enter the Starting Port Number. The Ending Port Number is computed automatically by HMIS.</p>
Number of Additional Records	<p>Number of room records you want HMIS to add. The numbers appear in the Ending Room/Extension/Port Numbers fields after clicking Computer Ending Numbers.</p>

Master Room Setup Screen

This screen (see [Figure 15-15](#)) enables you to enter, modify, or delete a room record. Records consist of room number, extension, type, location, rates, amenities and comments. (See [Table 15-6](#) for screen field descriptions.)

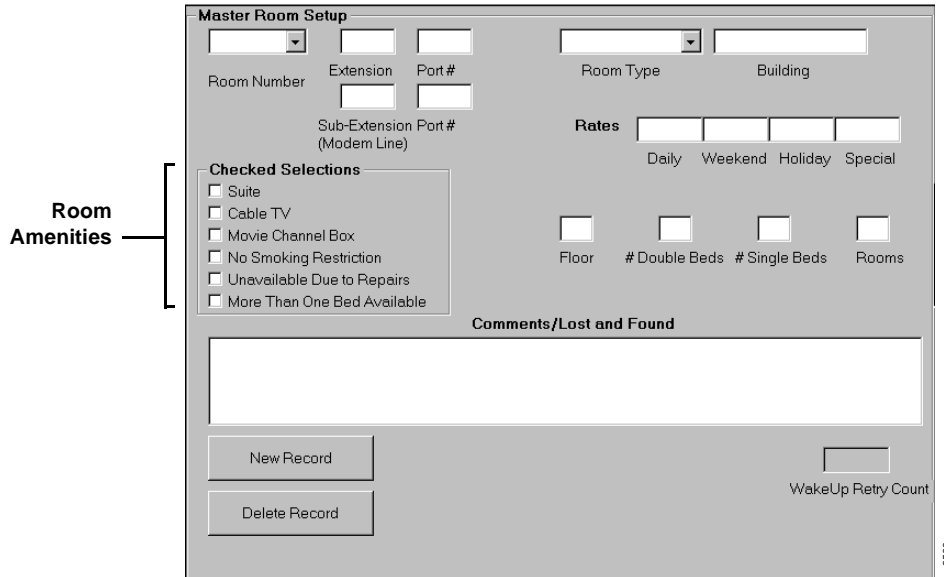


Figure 15-15 Master Room Setup Screen

Table 15-6 Master Room Setup Screen Fields

FIELD	DESCRIPTION
Room Number	The room number (alphanumeric up to five-digits).
Extension	The telephone system extension number (up to four-digits). Phone numbers do not have to match room numbers. Example: Room 201, Ext. 2201, Port 000 can be used.
Port #	The Strata DK station port number.
Room Type	User definable, or use the drop-down menu for preset options. Any new types are automatically saved by HMIS to the drop-down menu for future use with this screen and the Master Room Setup screen.
Building	Building identification (e.g., main, tower).
Sub-Extension/Port # (modem line)	Extension and port number used for faxes.
Rates	The rate charged for the room on a Daily, Weekend, Holiday (seasonal) or Special rate basis. Decimals/cents are not required. HMIS treats the entered number as a dollar amount. For example, if you enter 73, HMIS saves the rate at \$73.00. Rates are user-definable and automatically apply when guests check in.

Table 15-6 Master Room Setup Screen Fields (continued)

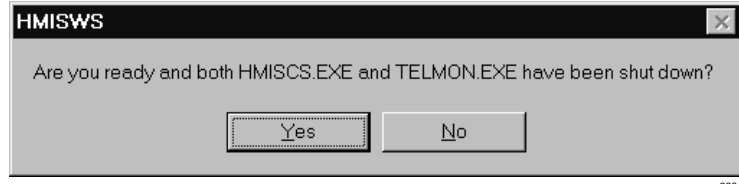
FIELD	DESCRIPTION
Room Amenities (check boxes)	<p>Selections can be toggled ON/OFF by clicking the option's button. The selections describe the amenities or status of the room: Suite, Cable TV, Movie Channel Box, No Smoking Restriction, Unavailable Due to Repairs, and More Than One Bed Available.</p> <p>These options are displayed in the Restrict/Accommodate pop-up dialog box on the Main screen.</p>
Floor, # Double Beds, # Single Beds, Rooms	Fields are displayed in the Available Room Selection Window when reserving a room or checking in a guest. Queen/King beds should be counted as double beds and entered in the # Double Beds field.
Comments/Lost and Found	Comments and lost and found information. Entries stay until manually changed by highlighting and pressing Delete .
WakeUp Retry Count	The number of times a wake-up call is redialed if the phone is not answered.

Add/Overwrite Room Record Database

<ol style="list-style-type: none"> 1. From the Main screen, click Setup. 2. Click Autogen. 3. Enter the room information in the screen fields (e.g., room type, amenities, rates, etc.). 4. Enter the starting numbers (i.e., Room, Extension and Port) in each field, the number of additional records required, and click Compute Ending Numbers. 5. Click Over-Write Data Base to overwrite the current database of rooms and start fresh ...or Append Records to Data Base to add the rooms to the current database. 	<p>The AutoGen Setup screen displays (see Figure 15-14).</p> <p>See “AutoGen Setup Screen Fields” on Page 15-26 for field descriptions.</p> <p>HMIS adds the ending room, extension and port numbers to the screen.</p> <p>Important! <i>For new installations, you must use the Over-Write Data Base option for the first entry; then change the screen to Append Records to Data Base for subsequent entries.</i></p>
--	--

6. Click Add Records Now.
7. Click Yes if the HMISCS and TELMON servers are shut down

...or click No and shut down the HMISCS and TELMON servers.
8. Repeat this procedure until all rooms have been added.
9. Click Save, then Main screen.
10. Click Exit to close the HMIS program, then restart the program.



The rooms are added to the database. The room, extension and port number fields are cleared. The remainder of the fields (e.g., room type, building, rates) remain on the screen for use with the next record.

The Main screen displays.

Important! *Always exit the HMIS program after adding or deleting room records from the database.*

Add a Room Record to the Database

1. From the Main screen, click Setup.
2. Click Rooms.
3. Enter the information in the screen fields.
4. Click Save to save your entries.
5. (Optional) To add another room record, click New Record
6. When finished, click Main screen.
7. Click Exit to close the HMIS program, then restart the program.

The Master Room Setup screen displays (see [Figure 15-15](#)). See [Table 15-6 “Master Room Setup Screen Fields” on Page 15-27](#) for field descriptions.

The room, extension and port number fields are cleared. The remainder of the fields (e.g., room type, building, rates) remain on the screen for use with the next record.

The Main screen displays.

Important! *Always exit the HMIS program after adding or deleting room records from the database.*

Delete a Room Record from the Database

<ol style="list-style-type: none">1. From the Main screen, click Setup.2. Click Rooms.3. Enter the room number.4. Click Delete Record.5. Press y or click Yes to delete the room record from the database.6. Click Main screen.7. Click Exit to close the HMIS program, then restart the program.	<p>The Master Room Setup screen displays (see Figure 15-15).</p> <p>You can use the field pull-down menu to select the room.</p> <p>You are asked to confirm the deletion.</p> <p>The Main screen displays.</p> <p>Important! <i>Always exit the HMIS program after adding or deleting room records from the database.</i></p>
--	---

Modify a Room Record in the Database

<ol style="list-style-type: none">1. From the Main screen, click Setup.2. Click Rooms.3. Enter the room number.4. Highlight the field and typeover the current entry.5. When you are finished, click Save.	<p>The Master Room Setup screen displays (see Figure 15-15).</p> <p>You can use the field pull-down menu to select the room.</p>
--	--

Change Employee Database

The Employee Codes screen (see [Figure 15-16](#)) enables you to enter a three-digit employee ID code for all employees (see [Table 15-7](#) for screen field descriptions). Standard staff categories listed on the screen are maid, janitor, clerk, medical, service/delivery, restaurant, management and other. The codes can be used for various productivity and tracking reports and employees requiring access to the HMIS system can be given a password and access level.

The screenshot shows a window titled "Employee Codes" with a "New" button and a "Delete" button. On the right, there is a section titled "Staff Categories" with radio buttons for Maid, Janitor, Clerk, Medical, Service/Delivery, Restaurant, Management, and Other. Below this are checkboxes for "Provide Access To HMIS" (checked) and "TTY Communications Enabled" (unchecked). On the left, there are input fields for "Employee ID (3-digit)" (containing "JAD"), "Password" (containing "clerk"), "Access Level" (containing "07"), "First" (containing "Joan"), "MI" (containing "A"), and "Last" (containing "Davis"). A small number "2560" is visible in the bottom right corner of the window.

Figure 15-16 Employee Codes Screen

Table 15-7 Employee Codes Screen Fields

FIELD	DESCRIPTION
Employee ID (3-digit)	<p>A unique three-digit ID (alphanumeric).</p> <p>Important! <i>Employee IDs assigned to maids must be numeric for the purpose of entering the code on the telephone's dial pad.</i></p> <p style="text-align: center;">HMIS Maid Service Activity Feature</p> <p>This feature requires the maid to enter a code into the room telephone upon entering and leaving the room for the purpose of cleaning.</p> <p>The code consists of a direct trunk access code + three-digit Employee ID code + 4-digit Maid Service Start or Complete Code (assigned in the Settings screen).</p> <p>The HMIS checks for maid activity by monitoring the SMDR port for CO line activity; therefore, each Employee ID code assigned to a maid must correlate to a vacant CO port on the Strata DK RCTU processor.</p> <p>Since Strata DK systems equipped with RCTUA processors only allow up to 048 as a valid entry, we recommend you start assigning maid codes with the highest number possible (i.e., 048) and continue by assigning consecutive lower numbers (e.g., 047, 046, etc.).</p> <p>A sample code is: #7+048+*7*7.</p> <p>where: #7 = Direct Trunk Access Code 048 = Employee ID Code (vacant CO port) *7*7 = Maid Service Start Code</p>

Table 15-7 Employee Codes Screen Fields (continued)

FIELD	DESCRIPTION
Password	A unique password (alphanumeric). Provides access to HMIS. Optional field if employee does not need access to HMIS.
Access Level	Levels 0~10 provide access to all HMIS functions except Setup Utility. The utility is limited to accessing the Master Room Setup screen. Levels 11~ 20 provide access to all HMIS functions, including all functions/screens of the Setup Utility. Optional field if employee does not need access to HMIS.
First/MI/Last	Employee's name.
Staff Categories	Select one of the categories. Categories are: maid, janitor, clerk, medical, service/delivery, restaurant, management, other.
Provide Access to HMIS	Must be checked to give an employee access to HMIS. Even if you enter a password and access level for an employee and do not check this field, the employee cannot access HMIS. Should not be checked if the employee does not require access to HMIS.
TTY Communications Enabled	(Optional) Select this field if the employee (e.g., a manager) is going to need to log on to the HMIS server.

Add a Staff Member to the Database

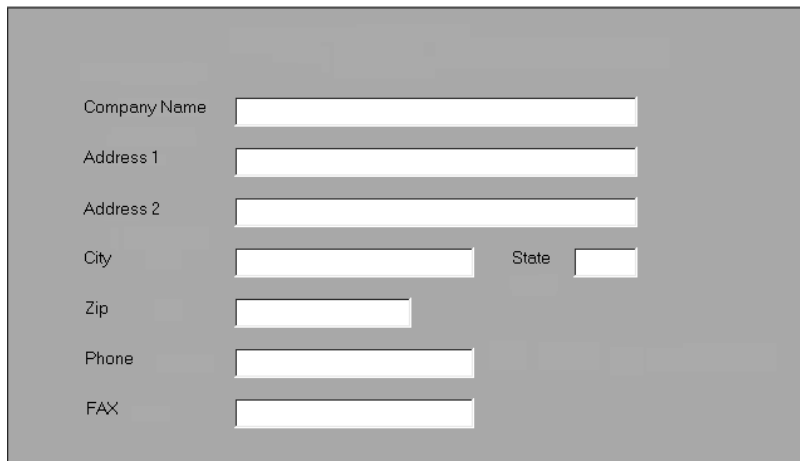
1. From the Main screen, click Setup.	
2. Click Employee.	The Employee Codes screen displays (see Figure 15-16).
3. Click New.	
4. Enter the information in the screen fields.	See " Employee Codes Screen Fields " on Page 15-31 for field descriptions.
	Note If the employee does not need access to HMIS, do not select Provide Access to HMIS or fill in the Password or Access Level fields.
5. Click Save.	Your entries are saved.
6. Add another employee by clicking New ...or select another setup option ...or click Main screen.	

Delete a Staff Member from the Database

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. From the Main screen, click Setup. 2. Click Employee. 3. Enter the Employee ID. 4. Click Delete. | <p>The Employee Codes screen displays (see Figure 15-16).</p> <p>The record is deleted from the database.</p> |
|--|---|

Change Company Information

The information entered in the Company screen (see [Figure 15-17](#)) prints on the top of all billing statements when guests check-out unless designated on the “[Invoice Statement Format Screen](#)” on [Page 15-39](#).



The screenshot shows a form with the following fields:

- Company Name:
- Address 1:
- Address 2:
- City: State:
- Zip:
- Phone:
- FAX:

25683

Figure 15-17 Company Information Screen

Add Company Information to the Database

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. From the Main screen, click Setup. 2. Click Company. 3. Enter the company name, address, and phone and FAX numbers. 4. Click Save. 5. Select another setup option
...or click Main screen. | <p>The Company screen displays (see Figure 15-17).</p> |
|---|--|

Change HMIS Settings

The Settings screen (see [Figure 15-18](#)) contains the settings for the many items that are required to do business. Some of these items are: phone call rates (e.g., long distance, local, etc.); the reservation block size; voice mail/DND port designations; local, state, and additional taxes; and auto-wakeup settings. (See [Table 15-8](#) for screen field descriptions.)

The screenshot shows a 'Settings' window with the following fields and values:

- Long Distance Call Rates:** Initiation: .50, Min: .30, After: 42 Sec
- International Call Rates:** Initiation: 10.0, Min: 5.00, After: 42 Sec
- Local Call Rates:** Initiation: .50, Min: 0.00, After: 42 Sec
- Toll Free Call Rates:** Initiation: .50, Min: 0.00, After: 42 Sec
- Common Carrier Pick Code:** 1 0 1 XXXXX
- Centranet:** (8' or '9' precede every call)
- LCR Enabled:** (P' as leading character)
- Trunks Not Requiring '1' access:**
- Print Credit Card Number on Statement:**
- Display Zero-Cost Calls:**
- Voice Mail Sys. Enabled:** Strategy:
- VM/DND Forward Port #:** 900
- Strategy VM Clearing Extension:** 235
- Software Version:** 3.0
- System CPU:** RCTUC + RCTUD
- Leading Year of Reservation Block:** 1998
- Formatted Reservation Block Size:** 20
- Local Sales Tax in Percent:** 2.00
- State Sales Tax in Percent:** 8.00
- Additional Taxes:** User Defined Tax Rules
- Phone System Security Code:** 0000
- Billing Resolution (Seconds):** 30
- CFBNA Timer (Seconds):** 18
- Reverse Billing Area Code(s):** 713 712 711 710
- Auto-Wakeup Digital Init Port:** 015
- Auto-Wakeup Announcer Extension #:** 222
- Auto-Wakeup Retry Limit:** 3
- AW Polling Period (sec):** 6
- CommTimeout (Sec):** 30
- Transmit Delay [5] (ms):** 3
- Rx Delay [4] (ms):** 2
- Maid Serv Start Code (4):** *7*7
- Complete Code (4):** *0*0
- Include All Rooms in Consolidated Night Audit Report:**

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Figure 15-18 Settings Screen

Table 15-8 Settings Screen Fields

FIELD	DESCRIPTION
Long Distance Call Rates	<p>Initiation – Initial cost for making the call.</p> <p>Min. – Cost per minute.</p> <p>After ___ Sec. – The grace period before billing of a call, setup time or the ring before answer time.</p>
International Call Rates	<p>Initiation – Defines initial cost for making the call.</p> <p>Min. – Defines cost per minute.</p> <p>After ___ Sec. – Defines the grace period before billing of a call, setup time or the ring before answer time.</p>
Local Call Rates	<p>Initiation – Defines initial cost for making the call.</p> <p>Min. – Defines cost per minute.</p> <p>After ___ Sec. – Defines the grace period before billing of a call, setup time or the ring before answer time.</p> <p>Note If there are no charges for making local calls, the HMIS automatically defaults all telephones to LCR Class 2 service upon guest check in.</p>

Table 15-8 Settings Screen Fields (continued)

FIELD	DESCRIPTION
Toll-Free Call Rates	Initiation – Defines initial cost for making the call. Min. – Defines cost per minute. After ___ Sec. – Defines the grace period before billing of a call, setup time or the ring before answer time.
Comm Carrier Pick Code	Select one of the following options from the pull-down menu: “None” if none used 10XXX if using old NANP for intraLATA or long distance 101XXXX if using new NANP Pick Codes Default: None
Centranet ('8' or '9' precede every call)	Select if an “8” or “9” prefix is required to make a call on an outside line (Telco service, Centranet, Centrex).
LCR Enabled ('P' as leading character)	Select if Least Cost Routing is used. This must always be checked on a Strata DK system.
Trunks Not Requiring '1' access	Select if area codes with long distance billing numbers do not require a “1” first (e.g., AT&T T1 service).
Print Credit Card Number on Statement	Select if you want the guest's credit card number automatically printed on billing statement.
Display Zero-Cost Calls	Select if you want the no-charge calls to be shown on the Phone Calls Tab screen and printed on the guest's bill at check-out.
Voice Mail Sys. Enabled	Select if voice mail is installed on the system. If checked, changes DND buttons on Main screen to Call Forward–Busy/No Answer(CFBNA).
Strategy	Select if Strategy is installed on the system. If checked, changes DND buttons on Main screen to CFBNA.
VM/DND Forward Port #	The Strata DK port number for the voice mail pilot number; or, if no voice mail is used, the port number for the front desk telephone to which calls are forwarded.
Strategy VM Clearing Extension	The extension number at the Strategy VM Port used for clearing guest messages upon check-out.
Software Version	(For information only) The Strata DK software version number 3.1 or higher.
System CPU	(For information only) Select a processor type from the drop-down menu. Options are RCTUA, RCTUBA/BB, RCTUC/D, and RCTUE/F.
Local Sales Tax in Percent	The local tax charged.
States Sales Tax in Percent	The state tax charged.

Table 15-8 Settings Screen Fields (continued)

FIELD	DESCRIPTION
Additional Taxes	<p>Additional taxes that may be required. Click User Defined Tax Rules to display a pop-up box to add/change or delete the listed taxes.</p> <p>If additional taxes are entered, the standard invoice statement can no longer be used. You must format the default statement (see "Default Statement" on Page 15-42).</p> <p>The pop-up box fields are:</p> <p>Enable – Selects the tax for inclusion on the guest bills.</p> <p>Tax Description – Description of tax (max. 16-characters). Prints in all caps on the bill.</p> <p>Room/Phone/Service – Select the item to be taxed (i.e., room, phone, service).</p> <p>Additive \$ – Enter dollar amount of applicable tax ...or Percent % – Enter the percent of applicable tax.</p> <p>Repeat Daily – Select if tax is to be a per day tax rather than a one-time tax charge.</p>
Phone System Security Code	Defines the Strata DK Security Code which must match the telephone system. Enter 0000.
Billing Resolution (Seconds)	The time in second increments used for billing. For example, six-second increments would bill every six seconds after the first 30 seconds are billed.
CFBNA Timer (Seconds)	The Call Forward-Busy/No Answer time, if Voice Mail is used, before a call is sent to Voice Mail.
Reverse Billing Area Code(s)	<p>Up to four area code(s) that do not require "1" in front of the area code and are not billed to the caller's room.</p> <p>Usually associated with Pager or Cellular companies that set up long distance calls to a pager or cellular phone.</p>
Auto-Wakeup Digital Init Port	The digital port of the Strata DK that is used to initiate auto wake-up calls.
Auto-Wakeup Announcer Extension #	The extension number of the Strata DK optional digital announcer, if used. Valid entries must be three or four-digit long numeric characters.
Auto-Wakeup Retry Limit	The retry limit if the room telephone is busy or no answer on auto wake-up.
AW Polling Period (sec)	The time in seconds used to poll auto wake-up. Default is set at 6 and should not be adjusted.
COMM Timeout (Sec)	Communication timer (seconds) for link with Strata DK. Default is set to 30 and should not be changed.
Transmit Delay [5] (ms)	Communication timer in milliseconds (ms). Default is set at 5 ms. and should not be changed.
Rx Delay [4] (ms)	Communication timer in milliseconds (ms). Default is set at 4 ms. and should not be changed.

Table 15-8 Settings Screen Fields (continued)

FIELD	DESCRIPTION
Maid Serv Start Code (4)	The code the maid dials when starting to clean a room. This code works with the maid Employee ID assigned in the Employee screen, and should be a unique code (e.g., *7*7).
Complete Code(4)	The code the maid dials when finished cleaning a room. This code works with the maid Employee ID assigned in the Employee screen, and should be a unique code (e.g., *0*0). Note See "Employee ID (3-digit)" on Page 15-31 for a more detailed explanation of this field.
Include All Rooms in Consolidated Night Audit Report	All rooms are included on the Consolidated Night Audit Report.

Enter/Change/Delete Settings/Information

1. From the Main screen, click Setup.
2. Click Settings.
3. Enter/delete the information in the screen fields.
4. Click Save.
5. Select another setup option
...or click Main screen.

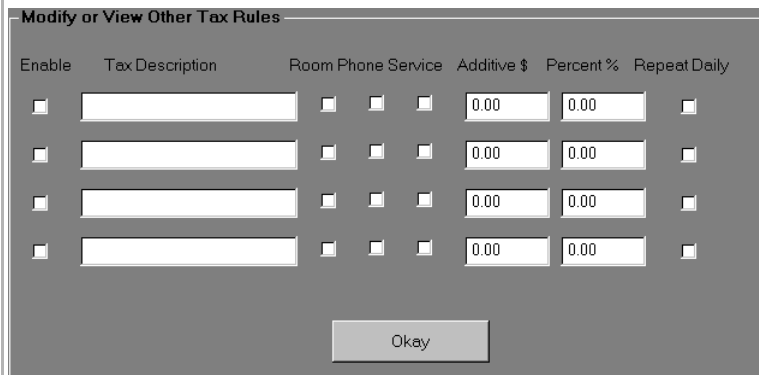
The Settings screen displays (see [Figure 15-18](#)).
See "[Settings Screen Fields](#)" on Page 15-34.

Your entries are saved.

Add Applicable Additional Taxes

1. From the Main screen, click Setup.
2. Click Settings.
3. Click User Defined Tax Rules in the Additional Taxes field.

The Settings screen displays (see [Figure 15-18](#)).



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4. Select (check) the Enable field.
5. Enter a brief description of the tax.
6. Select (check) one of the following: Room, Phone, Service.
7. Enter either a set dollar amount in the Addition \$ field
...or a percent in the Percent % field.
8. If the tax is to be added daily to the room charges, select (check) Repeat Daily.
9. Repeat [Substeps 4~8](#). for any other taxes.
10. Click OK.

Tax is included on guest bills.

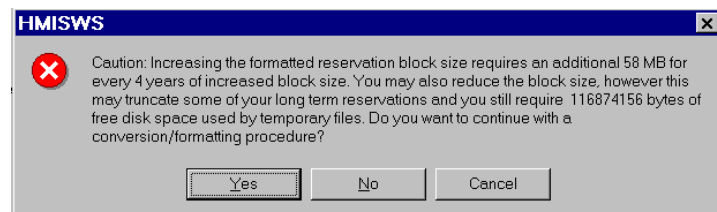
Maximum 16-characters. Prints on bill in all caps.

Tax is calculated based on charges against room, phone or service items.

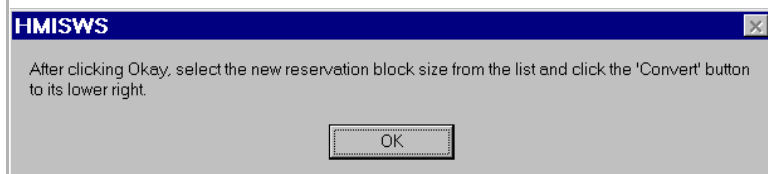
Modify the Reservation Block Index

1. From the Main screen, click Setup.
2. Click Settings.
3. Click Modify Block Index button (upper-right corner of Settings screen).
4. After reading the caution in the dialog box, click Yes to change the index and reformat/convert the database
...or No to abort the procedure.
5. Click OK.

The Settings screen displays (see [Figure 15-18](#)).



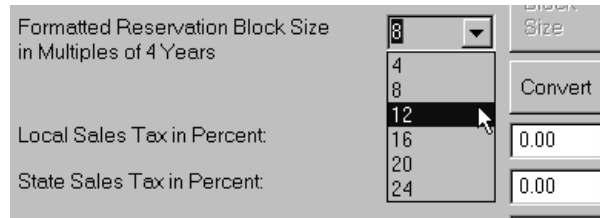
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- Using the drop-down menu, select the reservation block size (i.e., 4, 12, 16, or 20 years).

The menu appears in the upper-right corner of the Settings screen:



- Click Convert.

Note HMIS defaults to an eight-year reservation database. The HMIS converts the database.

Create/Change Invoice Format

Using the Invoice Statement Format screen (see [Figure 15-19](#)), you can set up the billing statement given the guest upon check out in one of three different formats — standard, default and customized. (See [Table 15-9](#) on [Page 15-40](#) for screen field descriptions.)



Figure 15-19 Invoice Statement Format Screen

Table 15-9 Statement Screen Fields

FIELD	DESCRIPTION
Hotel Name...Room Rate	The first 16 fields on the left-hand side of the screen are standard items that can appear on the billing statement. Enter the row and column number for each item or check Off to eliminate the item from printing on the statement.
Maximum Number of Columns	The maximum number of columns is 96.
Lines Per Page	The maximum number of lines is 66.
Number of Copies	The number of statement copies that print each time.
Font Size	The size of the statement's print. Select 8, 9, 10, 11, or 12 from the pull-down menu.
Left Column for Body	Determines the left margin for the statement.
Starting Row for Body on Page	Determines the top margin for the statement.
Ending Row for Body on Page	Determines the bottom margin for the statement.
Phone Charges Sub-Total Column	Column location for phone charges sub-total.
Billed Services Sub-Total Column	Column location for billed services sub-total.
Pre-Tax Charges Column	Column location for pre-tax charges total.
Credits And Payments Column	Column location for credits/payments total.
Local and State Taxes Column	Column location for local and state taxes total.
Total Charges	Column location for billing statement total.
Net Statement Balance Column	Column location for net statement balance.
Separate Pages for Phone Calls and Services	If selected, the phone calls and services are printed on separate pages.
Add Test Pattern on Current Session	If this field is selected, the billing statement is printed with a vertical and horizontal test pattern. Click the field to turn off the selection. If you do not manually turn off this option, it remains on until you have logged off the HMIS program.

Standard Statement

When HMIS is installed, the Invoice Statement Format screen fields (see [Figure 15-19 on Page 15-39](#)) default to "0."

Without making any changes to the screen, the HMIS produces a billing statement (see [Figure 15-20](#)) which covers all the basic hotel/motel charges and information: hotel name, address, date, guest name, billed services, room rates, credits and payments, etc.

This form is perfect for businesses that do not have preprinted stationery or forms.

<p>TSD SUITES 9740 IRVINE BLVD. IRVINE, CA 92713 PHONE: (714) 555-3700 FAX: (714) 555-6798 TUESDAY, JANUARY 21, 1998 3:40:44 PM</p>			
<p>CUSTOMER ROOM NO. 107 EXTENSION NO: 107 HOWARD FELDMAN REF: XYZ COMPANY, INC. 714-587-3701 30 MAIN STREET ANYWHERE, CA 92714 USA 714-888-8979</p>			
<p>CONFIRMATION NO: 778AGW124251 CREDIT CARD NO: 0123456789 10/98</p>			
BASE RATE DESCRIPTION	PER NIGHT	# NIGHTS	
DAILY	120.00	2	
TOTAL BASE ROOMCHARGE:			240.00
DATE(S):			10/21/97 - 10/23/97
PHONE BILLING:			(NONE)
<p>BILLED SERVICES:</p>			
MOVIES	10/21/97 15:35 RENTAL		5.00
ROOM SERVICE	10/21/97 15:35 BREAKFAST		20.00
ROOM SERVICES	10/21/97 15:35 DINNER		30.00
	TOTAL SERVICES:		55.00
<p>PRE-TAX CHARGES: 295.00</p>			
<p>LOCAL AND STATE TAXES: 14.75</p>			
<p>TOTAL CHARGES: 309.75</p>			
<p>CREDITS AND PAYMENTS: 309.75</p>			
<p>**** PRIOR PAYMENT CREDIT ACTIVITY ****</p>			
	10/21/97 15:40 CR HF PAYMENT	120.00	
	10/23/97 11:15 CR HF PAYMENT	189.75	
<p>NET STATEMENT BALANCE: \$0.00</p>			

Figure 15-20 Standard Statement

Default Statement

The Default Statement (see [Figure 15-22](#)) also includes all the standard items (e.g., guest name, room number, etc.), works from a set of preprogrammed defaults (shown below), and works with a common billing format. [Figure 15-21](#) shows the Invoice Statement Format screen with the defaults loaded.

The screenshot shows the 'Invoice Statement Format' window. It is divided into two main sections: 'Placement of Statement Items' on the left and 'Overall Form Requirements' on the right. The 'Placement of Statement Items' section contains a table with columns for Row, Column, and Off, and a list of items with their corresponding row and column values. The 'Overall Form Requirements' section contains various numerical fields for page layout and calculation settings. At the bottom, there are 'Load Defaults' and 'Caption Setup' buttons.

Item	Row	Column	Off
Hotel Name	2	32	<input type="checkbox"/>
Hotel Address	3	32	<input type="checkbox"/>
Hotel City, State Zip	4	32	<input type="checkbox"/>
Hotel Phone	5	32	<input type="checkbox"/>
Hotel FAX	6	32	<input type="checkbox"/>
Room Number	8	53	<input type="checkbox"/>
Customer Name	8	5	<input type="checkbox"/>
Customer Address	9	5	<input type="checkbox"/>
Customer City, State Zip	10	5	<input type="checkbox"/>
Arrival Date	9	53	<input type="checkbox"/>
Departure	10	53	<input type="checkbox"/>
Confirmation Number	11	53	<input type="checkbox"/>
Credit Card Number	51	10	<input type="checkbox"/>
Auto Make/Model and Tag	16	32	<input type="checkbox"/>
Company	13	53	<input type="checkbox"/>
Room Rate	12	53	<input type="checkbox"/>

Overall Form Requirements:

- Maximum Number of Columns: 96
- Lines Per Page: 66
- Number of Copies: 1
- Font Size: 10
- Left Column for Body: 5
- Starting Row for Body on Page: 26
- Ending Row for Body on Page: 45
- Phone Charges Sub-Total Column: 62
- Billed Services Sub-Total Column: 62
- Pre-Tax Charges Column: 62
- Credits And Payments Column: 72
- Local and State Taxes Column: 62
- Total Charges: 62
- Net Statement Balance Column: 82

Placement of Statement Calculations:

- Separate Pages for Phone Calls and Services
- Add Test Pattern on Current Session.

Buttons: Load Defaults, Caption Setup

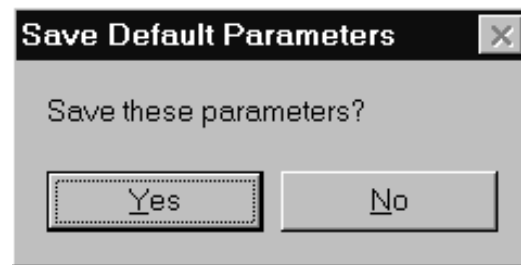
Figure 15-21 Invoice Statement Format Screen with Standard Defaults

► To change the Invoice Statement Format screen to the preset defaults

1. From the Invoice Statement Format screen, click Load Defaults.

HMIS automatically enters the preset defaults that produces the default statement (see [Figure 15-22](#) on [Page 15-43](#)).

This pop-up box displays:



2994

2. Click Yes.
3. Click Save.

Customized Statement

The Default Statement can be used as a starting point for customizing the billing statement to suit any preprinted forms or stationery.

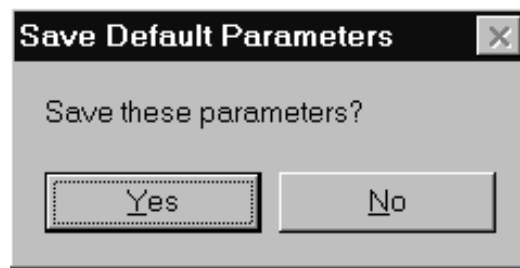
Simply click Add Test Pattern on Current Session at the bottom of the Invoice Statement Format screen (see [Figure 15-21](#)) and print a sample bill (see [Figure 15-22](#)). The test pattern appears both vertically and horizontally on the printout and gives you the locations for the rows and columns.

► To customize a statement

1. From the Invoice Statement Format screen, click Load Defaults.

HMIS automatically enters the preset defaults that produces the default statement (see [Figure 15-22](#)).

This pop-up box displays:



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2. Click Yes.
3. Enter the numbers required for the first seven fields on the right hand side of the screen. (See [“Statement Screen Fields”](#) on [Page 15-40](#) for field descriptions.)
4. Click Add Test Pattern on Current Session.
5. Click Save.
6. Return to the Main screen and print a sample billing statement.
7. Click Setup, then Statement.

The fields are: Maximum Number of Columns, Lines Per Page, Number of Copies, Font Size, Left Column for Body, Starting Row for Body on Page, and Ending Row for Body on Page.

These seven fields determine the overall requirements for the statement.

The test pattern consists of numbers designating the locations of the rows and columns on the page.

The Invoice Statement Format screen displays.

8. With the sample statement as a reference, enter a row and column for the items on the left-hand side of the screen

...or click Off to stop the item from printing on the statement.
9. Enter the column locations for the remaining fields on the screen.
10. (Optional) If a separate page is required for phone calls and services, click Separate Pages for Phone Calls and Services.
11. Click Save.
12. Return to the Main screen and print a test billing statement.
13. With the sample statement as a reference, adjust any entries.
14. Repeat [Substeps 12~13](#) until the statement matches the required pre-printed stationery/form.
15. When finished, click Add Test Pattern on Current Session.

Items consist of Hotel Name, Hotel Address, Arrival Date, Room Rate, etc.

Note If you did not check the Print Credit Card Number on Statement field on the Settings screen, the Credit Card Number field on this screen is not active.

Be sure to turn off any items (e.g., hotel name/address, etc.) that are on the preprinted stationery/form.

HMIS automatically produces subtotals and totals of charges that appear on each statement (e.g., phone charges, pre-tax charges, credits and payments total, etc.).

The entries in these fields place the credits/charges in the desired locations.

Template Captions

To further customize the billing statement, up to 14 captions can be entered into a Define Template Captions screen (see [Figure 15-23](#)) and added to the printout. The captions can be used to print any special note required on the statement. For example: An 800 number can be printed at the bottom of each page.

Captions print in all caps on the statement and appear on each page.

	Row	Column
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0

Okay

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Figure 15-23 Define Template Captions Screen

► To add special captions (notes) to the billing statement

- | | |
|---|--|
| 1. From the Invoice Statement Format screen, click Caption Setup. | The Define Template Captions screen (see Figure 15-23) displays. |
| 2. Enter the caption in the field (up to 30 characters). | |
| 3. Enter Row and Column location desired. | Maximum row number appears in the Lines Per Page field on the Invoice Statement Format screen and maximum column number appears in the Maximum Number of Columns field on same screen. |
| 4. Repeat Steps 2 and 3 for each caption. | |
| 5. Click OK. | |
| 6. Click Save. | The Invoice Statement Format screen displays. |

Maintenance

The maintenance procedures provided in this section are:

- ✦ Reinstall software
- ✦ Shut down HMIS SMDR and/or TTY servers
- ✦ Restart HMIS SMDR and/or TTY servers

Reinstall Software

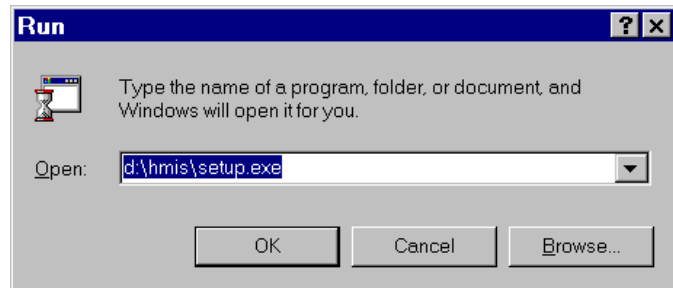
Note All HMIS software comes pre-installed from the factory. This procedure is included to assist you in reinstalling or upgrading software, when necessary.

Important!

- *We recommend that you run ScanDisk prior to performing this function to verify there are no errors on the HMIS hard drive.*
- *When upgrading software, we recommend that you perform a backup of the HMIS databases prior to performing the upgrade procedure. Backups can be performed using the Windows backup function.*
- *All applications on the PC should be closed before attempting HMIS software installation.*

► To re-install or upgrade HMIS software

1. Click Start, then Run.



2. Insert the CD-ROM Disk into the <drive>.

<drive> = CD ROM drive letter on the PC.

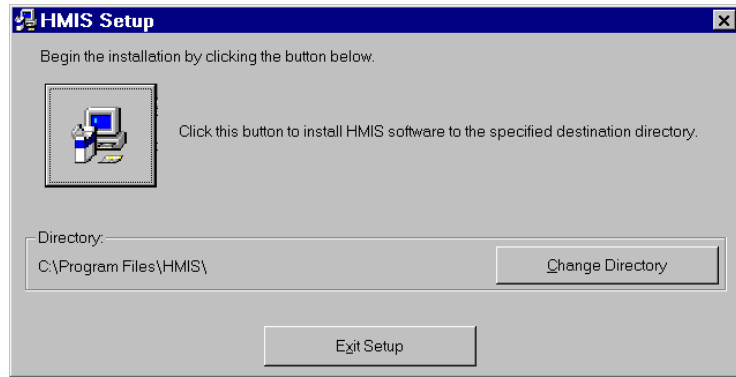
3. Type:
**<drive>:\HMIS\
 setup.exe**
 Click OK.

A pop-up box reads “Copying initialization files...”. When complete, HMIS Setup Welcome screen displays:



4. Click OK.

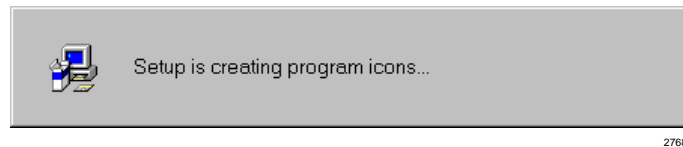
The main HMIS Setup screen displays:



5. Click the installation button.

The HMIS setup begins.

When it finishes, a status screen displays for a few seconds:



Finally, a message displays on the screen stating that the installation is complete:



6. Click OK.
7. Restart HMIS server/
workstation PC.

Shut Down HMIS SMDR and/or TTY Servers

1. Press **Ctrl+Alt+Del**.
2. Highlight the program name (i.e., TelMonComm, HMISComm).
3. Click End Task.

The Close Program dialog box displays.

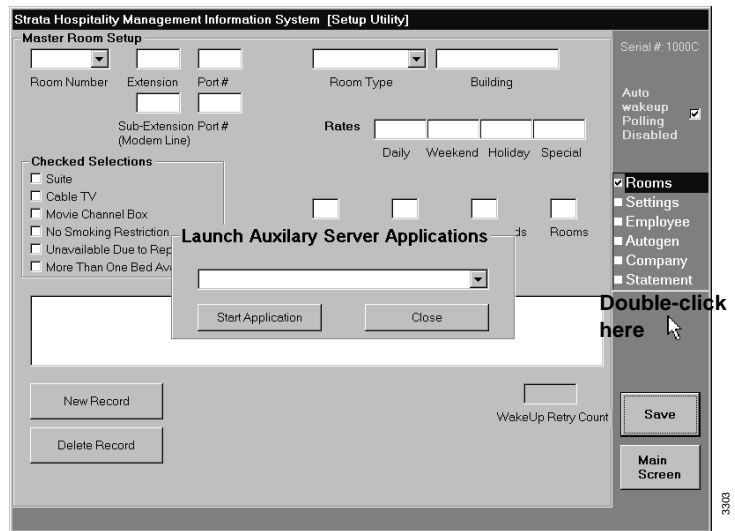


4. Click OK.

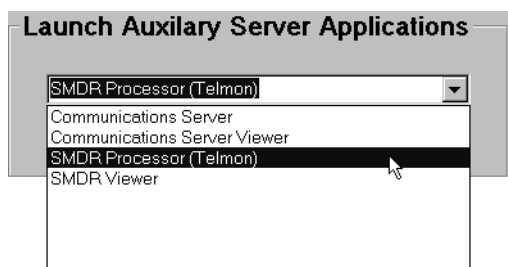
Restart HMIS SMDR and/or TTY Servers

1. From the Setup screen, double-click the area below the Setup menu.

The Launch Auxiliary Server Applications box displays:



2. Using the pull-down menu, highlight either the Communications Server or SMDR Processor (Telmon) selection.



3. Click Start Application.

The selected program is restarted.

Troubleshoot the HMIS

The troubleshooting procedures provided in this section are:

- ♦ Verify data communication between HMIS server PC COM ports/Strata DK TTY and SMDR ports
- ♦ Check trunk utilization
- ♦ Perform manual tests/remote maintenance
- ♦ Check HMIS communications with the Strata DK
- ♦ Verify communication port settings
- ♦ Verify modem settings
- ♦ Verify modem data communication
- ♦ View HMIS error file (i.e., HmisErr.Log)

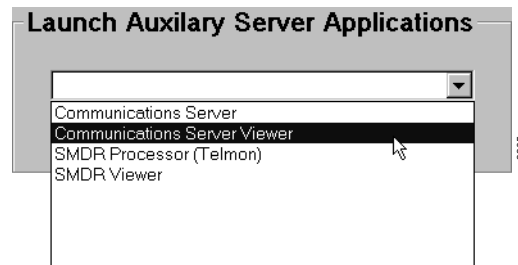
Verify Data Communication between HMIS Server PC COM Ports/ Strata DK TTY and SMDR Ports

Step 1: Verify TTY communications

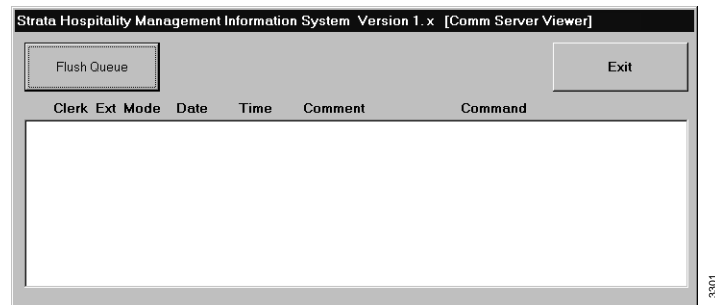
1. From the Setup Utility screen, double-click below the Setup menu.



2. From the pull-down menu, select Communications Server Viewer.

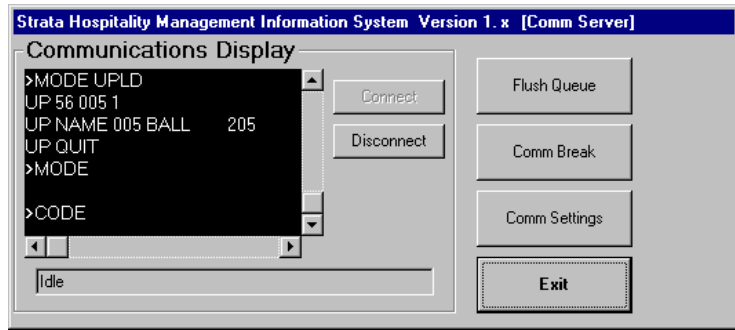


3. Click Start Application.



4. Double-click the area to the right of Flush Queue.

The Comm Server screen displays:

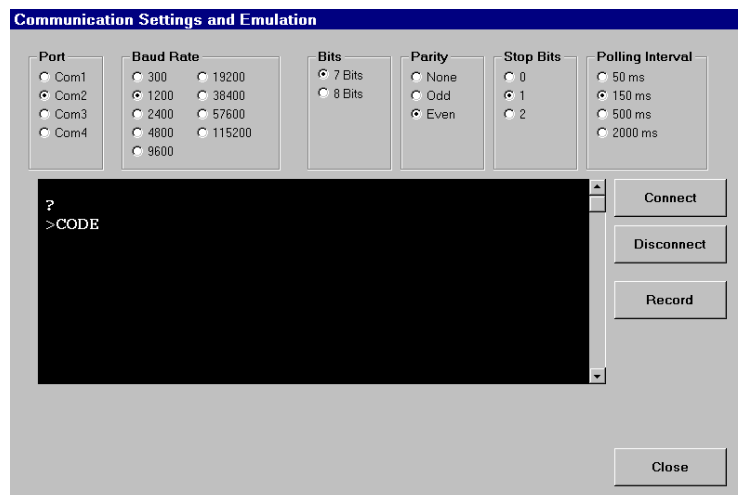


5. Click Disconnect.
6. Click Comm Settings.
7. Click Connect and press **Enter**.

Call capturing is discontinued.

The Communication Settings and Emulation screen displays (shown below).

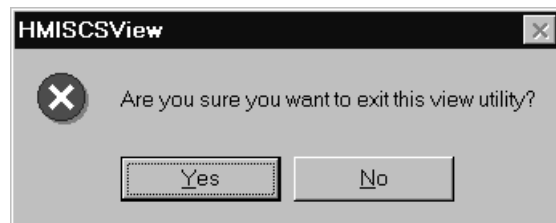
A **>CODE** prompt appears on the screen (shown below). You have successfully connected the HMIS/Strata DK TTY ports. If the system does not respond, check the TTY port settings at the top of the screen.



8. Click Disconnect, then Close.
9. Click Exit.
10. Click Exit.

The Comm Server screen displays.

The Comm Server Viewer displays.

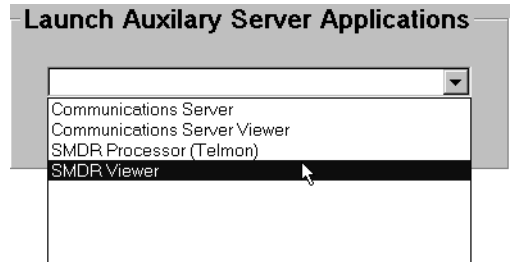


11. Click Yes.

The Launch Auxiliary Server Applications screen displays.

Step 2: Verify SMDR communications

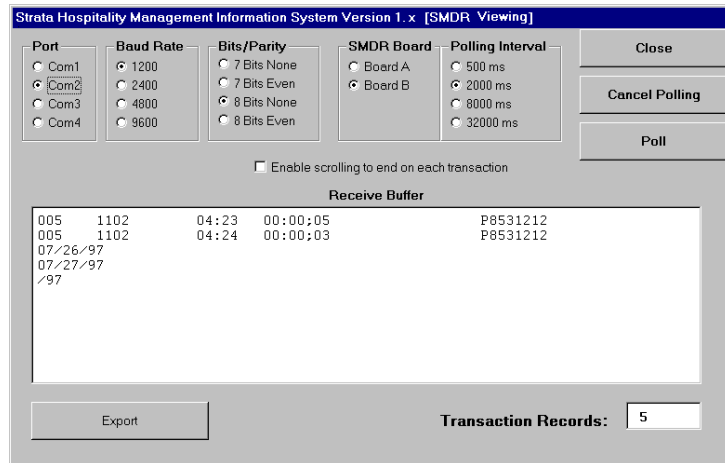
1. From the pull-down menu, select SMDR Viewer.



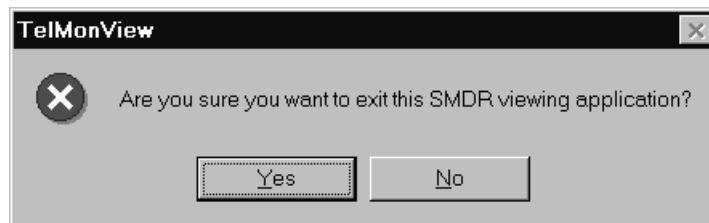
2. Click Start Application.
3. From a DKT phone, dial **9** and a seven-digit telephone number, then hangup.

The SMDR Viewing screen displays (see below).

The SMDR window shows port, extension number, time stamp, duration and the number dialed (shown below). You have successfully connected the HMIS/Strata DK SMDR ports. If the system does not respond, check the SMDR port settings at the top of the screen.



4. Click Close.



5. Click Yes.
6. Click Close.

The Launch Auxiliary Server Application screen displays.

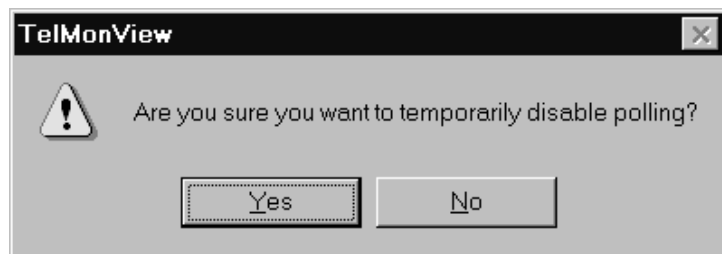
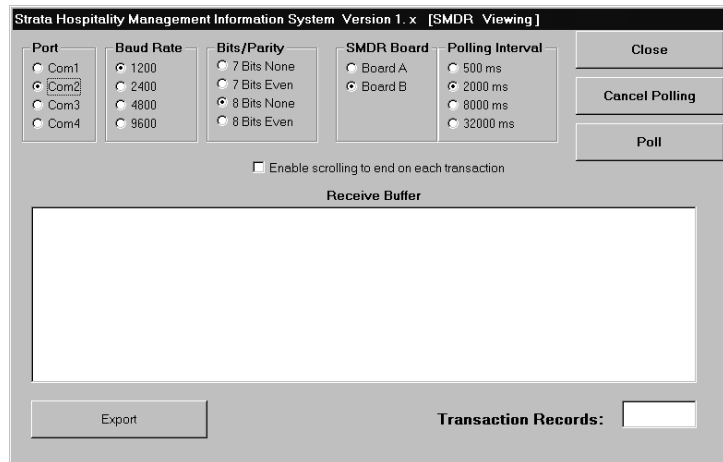
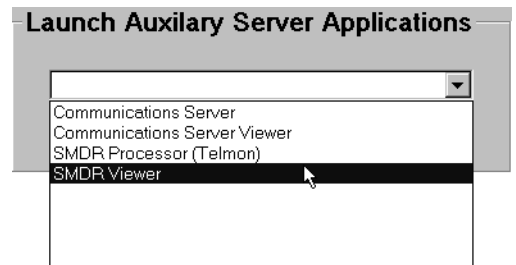
Check Trunk Utilization

Important! *This procedure stops all call capturing. Polling should only be stopped when absolutely necessary.*

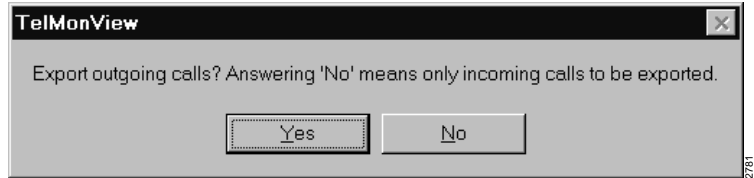
Polling saves call records to a file and automatically starts when the software is loaded. To check trunk utilization, you must temporarily stop the polling and send either the outgoing or incoming call data collected in the buffer to an ASCII file with a “,” delimiter. Exported data can then be imported to a database program and checked.

► To export data

1. From the Setup Utility screen, double-click below the Setup menu.
2. From the pull-down menu, select SMDR Viewer.
3. Click Start Application.
4. Click Cancel Polling.

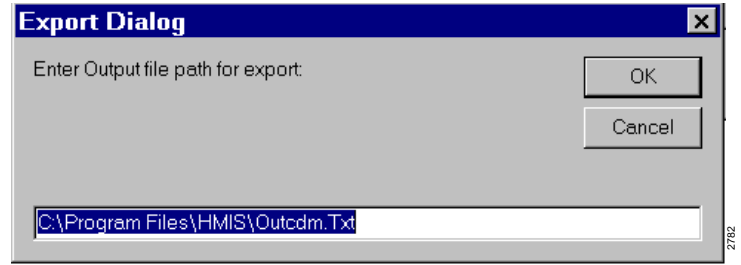


5. Click Yes to temporarily disable polling
...or No to continue the polling function.
6. Click Export.



7. Click Yes if you want outgoing/incoming calls exported.

A pop-up box displays (shown below) requesting the directory/file name. The default is **C:\Program Files\HMIS\Outcdm.txt**. If you want to change it, type over the default.



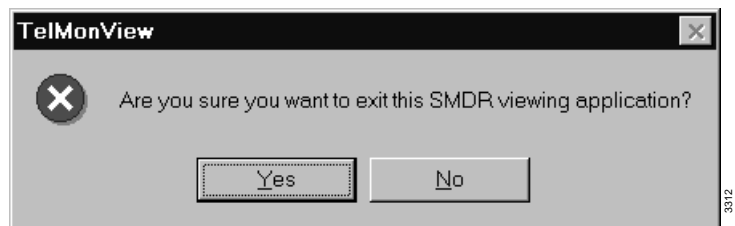
...or No if you want only incoming calls exported.

A pop-up box displays (shown below) requesting the directory/file name. The default is **C:\Program Files\HMIS\Incdm.txt**. If you want to change it, type over the default.



8. Click Poll.
9. Click Close.

Call capturing is sent to the buffer.



10. Click Yes.
11. Click Close.

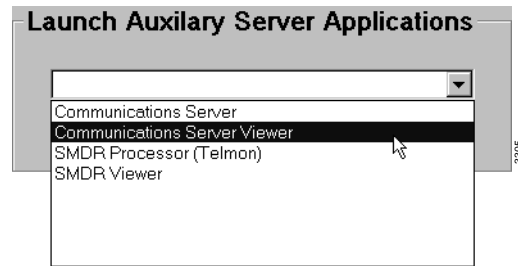
The Launch Auxiliary Server Application screen displays.

Perform Manual Tests/Remote Maintenance

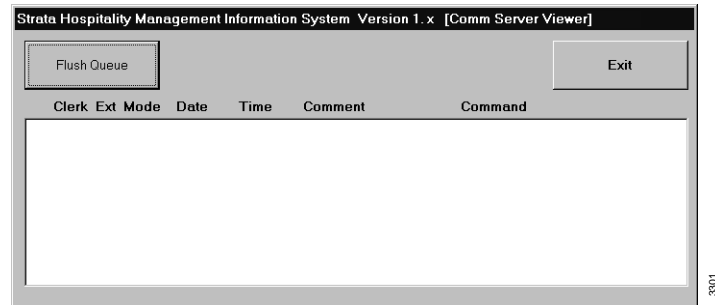
1. From the Setup Utility screen, double-click below the Setup menu.



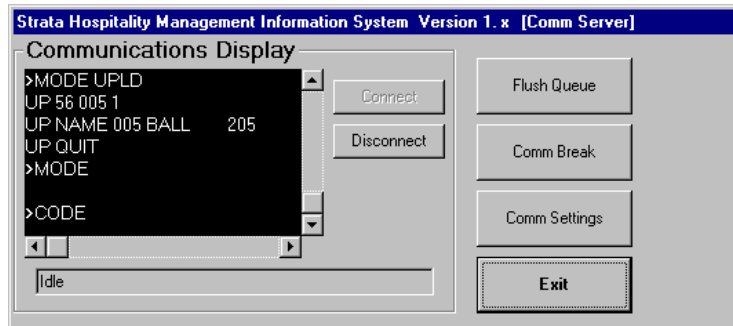
2. From the pull-down menu, select Communications Server Viewer.



3. Click Start Application.



4. Double-click the area to the right of Flush Queue.



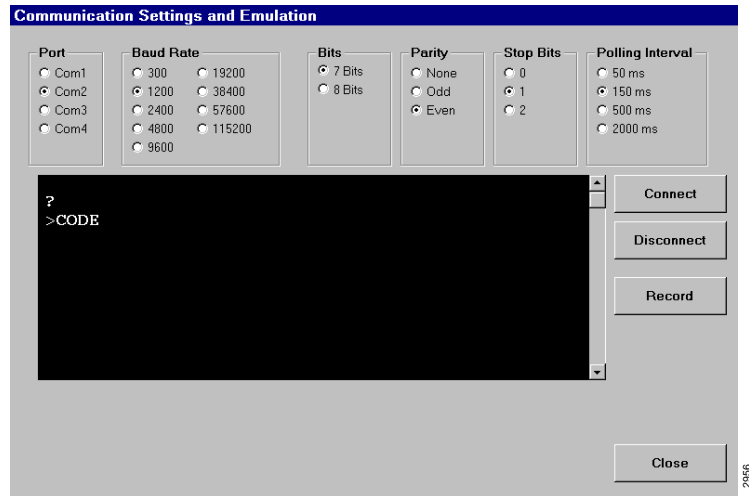
5. Click Disconnect.
6. Click Comm Settings.

Call capturing discontinues.

The Communication Settings and Emulation screen displays (shown below).

7. Click Connect and press **Enter**.

A **>CODE** prompt appears on the screen (shown below). You have successfully connected the HMIS/Strata DK TTY ports.

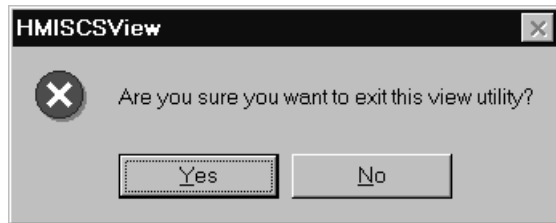


Note If the system does not respond, check the TTY port settings at the top of the screen.

8. Using the center display area, you can now do any tests/maintenance.
9. When finished, click Disconnect.
10. Click Close.
11. Click Exit.
12. Click Exit.

While performing tests/maintenance, you can record all transmissions to a file. When finished, you can view or print the file. (See [“Output Data to File” on Page 15-57](#) for instructions.)

The Comm Server screen displays.
The Comm Server Viewer displays.



13. Click Yes.
14. Click Close.

The Launch Auxiliary Server Applications screen displays.

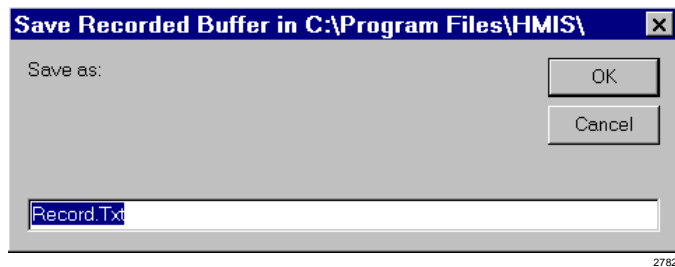
Output Data to File

This procedure records all transmissions to a file while you are performing tests/maintenance. Exported data can then be imported to a database program and checked.

Important! *This procedure must be done after hours, because it stops all call capturing and interferes with hotel activities.*

1. From the Communication Settings and Emulation screen, click Record.
2. When you are finished performing tests/maintenance procedures, click Stop Recording.
3. (Optional) If you want to change the directory/file name, type over the default.
4. Click OK.

A pop-up box displays (shown below). The directory/file name defaults to Record.txt on your hard drive.



The data is saved to the file.

Check HMIS Communications with Strata DK

This feature enables you to verify the following communications:

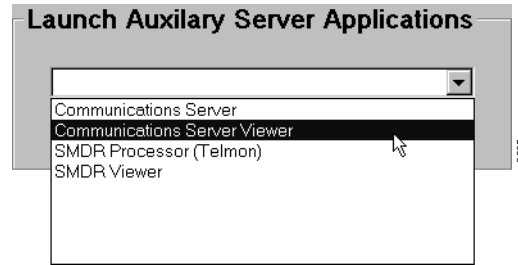
- ◆ Check-in/check-out procedure for phones
- ◆ Manually changing a room's phone service (enable/disable) or DND mode (enable/disable)

► **To verify HMIS communications with Strata DK**

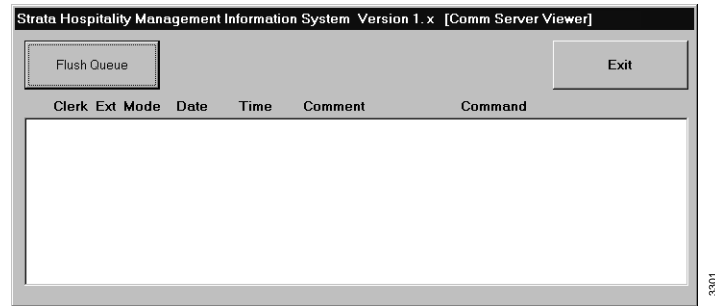
1. From the Setup Utility screen, double-click below the Setup menu.



2. From the pull-down menu, select Communications Server Viewer.



3. Click Start Application.

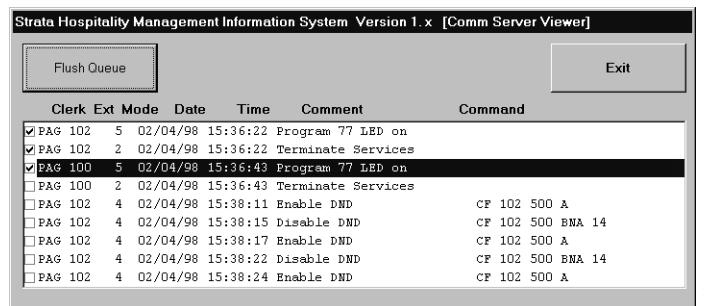


4. Arrange the two screens (Main and Communications Display) so that you can view both of them.

5. From the Main screen, perform one of the following functions:

- ♦ Check a guest in or out on the Main screen
- ♦ Enable/disable phone service on the Control/Status Tab screen
- ♦ Enable/disable DND or CFAC/CFBNA on the Control/Status Tab screen

The Communications Display Window shows the commands that are being sent to the Strata DK by the HMIS (shown below). As HMIS completes the individual procedure, a check mark is placed next to it.



6. To repeat a procedure already performed, uncheck the box by clicking on it.

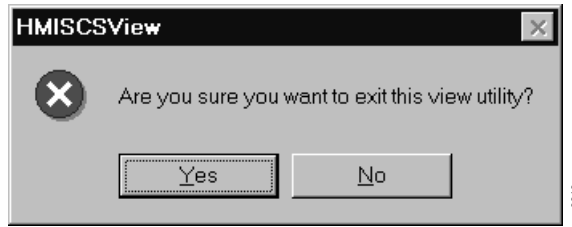
By repeating this step for each of the options, you can verify that HMIS is communicating effectively with the Strata DK.

7. To mark all functions as completed, click Flush Queue.

HMIS performs the same procedure again.

All items in the queue are checked as completed. If any procedures are being performed, HMIS discontinues processing.

- When finished, click Exit.



- Click Yes.
- Click Close.

The Launch Auxiliary Server Applications screen displays.

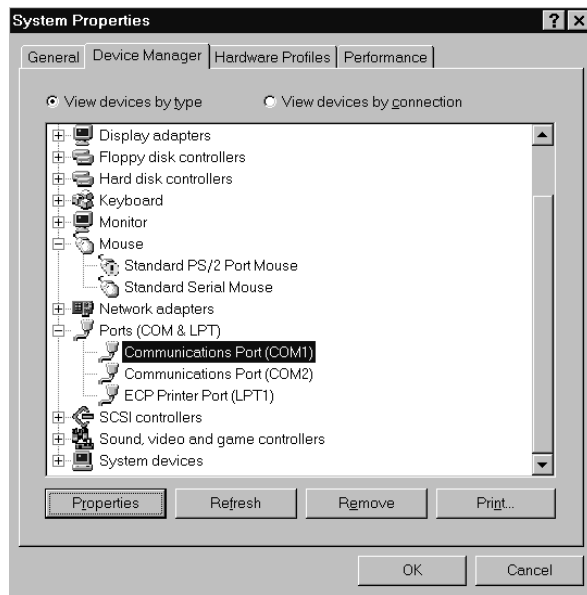
Verify Communication Port Settings

- From Windows 95, click Start, then Settings.
- Click Control Panel, then double-click the System icon.
- Click the Device Manager tab, then double-click the Ports icon.

The Settings drop-down menu displays.

The System Properties screen displays.

The ports display on the screen.

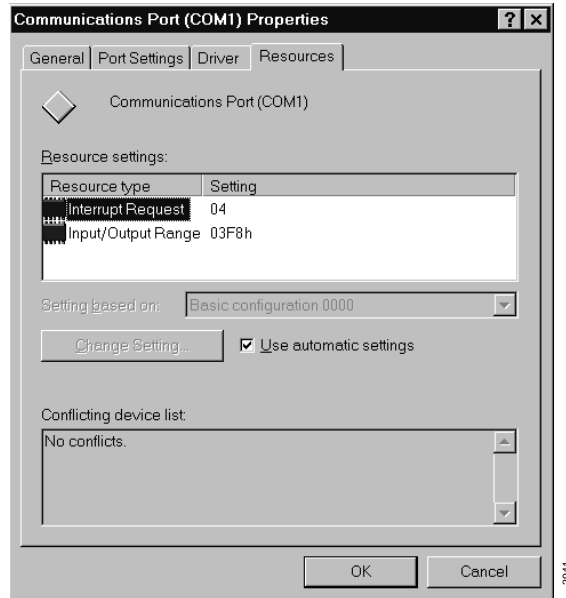


- Highlight the COM1 port and click Properties.

The Communications Port (COM1) Properties screen displays.

5. Click Resources tab.

The screen displays the resource settings for COM1.



6. Check the Interrupt and Address settings.

The communication port settings for the HMIS server/workstation PCs are:

- ◆ Interrupt = IRQ4
- ◆ Address = 3F8h

7. Click OK.

8. Highlight the COM2 port and click Properties.

The Communications Port (COM2) Properties screen displays.

9. Click Resources tab.

The screen displays the resource settings for COM2.

10. Check the Interrupt and Address Settings.

The communication port settings for the HMIS server/workstation PCs are:

- ◆ Interrupt = IRQ3
- ◆ Address = 2F8h

11. Click OK twice, then close the Control Panel window.

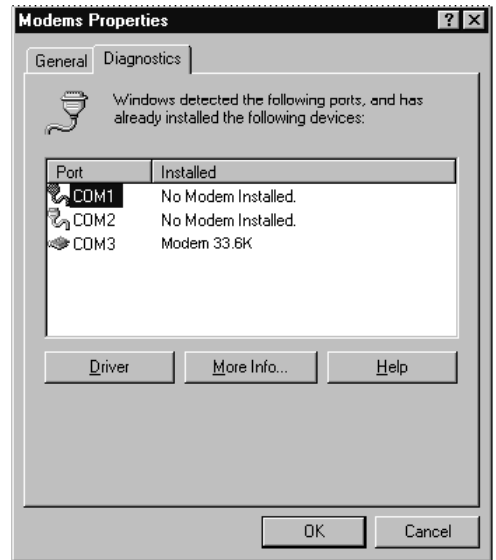
Verify Modem Settings

Note The HMIS workstation PC is not equipped with a modem.

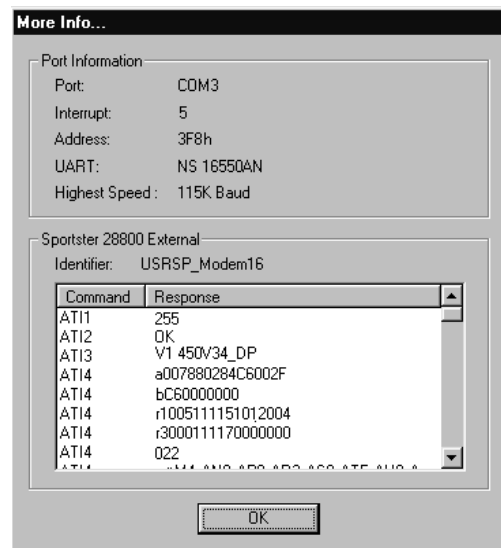
1. From Windows 95, click Start, then Settings.
2. Click Control Panel, then double-click the Modems icon.

The Settings drop-down menu displays.

The screen should designate the COM3 port as Modem 33.6K (as shown).



3. Click the Diagnostics tab.
4. Highlight the COM3 port and click More Info...



5. Check the Interrupt and Address settings.
6. Click OK twice, then close Control Panel window.

The modem settings should be:

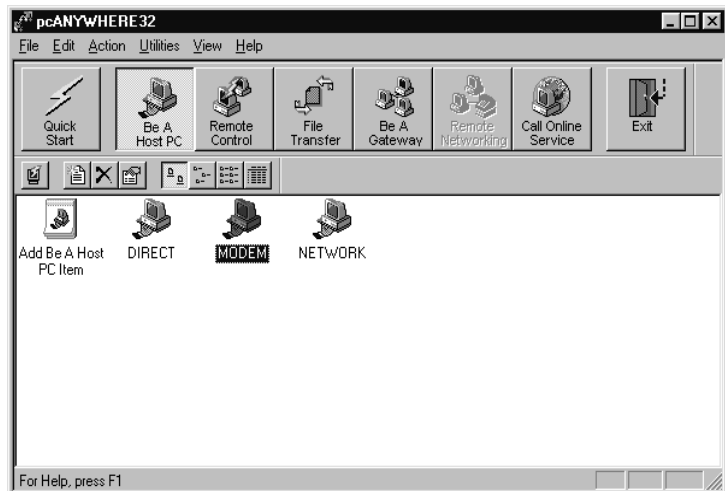
- ◆ Interrupt = IRQ5
- ◆ Address = 3E8h

Verify pcANYWHERE Modem Settings

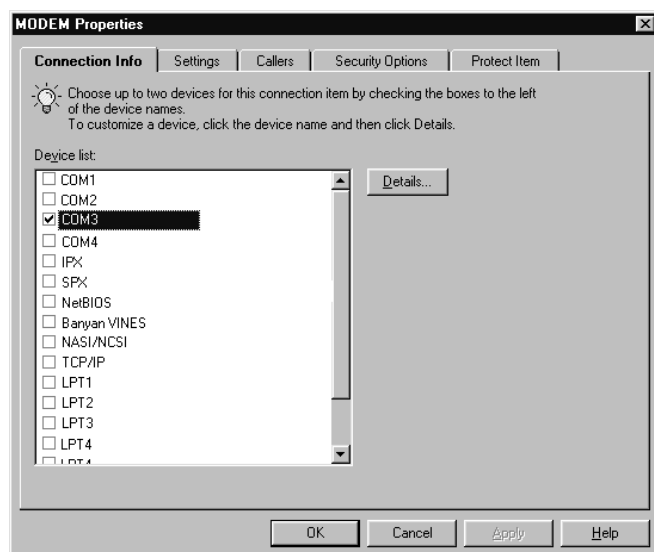
Note These settings are available only on the HMIS server PC.

1. From Windows 95, click Start, then highlight Programs.
2. Highlight pcANYWHERE32 and from the drop-down menu, click pcANYWHERE.

The Programs drop-down menu displays.

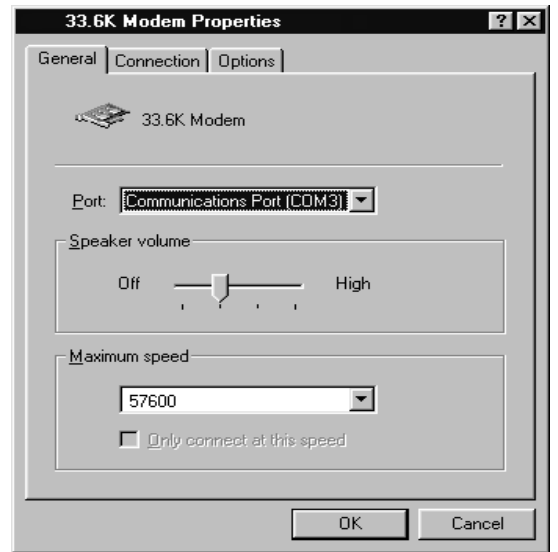


3. Highlight the Modem icon and press **Alt+Enter**.



4. Highlight COM3 and click Details.

The modem properties for COM3 display on the screen.



5. Check that Port field reads COM3. If not, use the pull-down menu to correct.
6. Click OK twice, then close pcANYWHERE window.

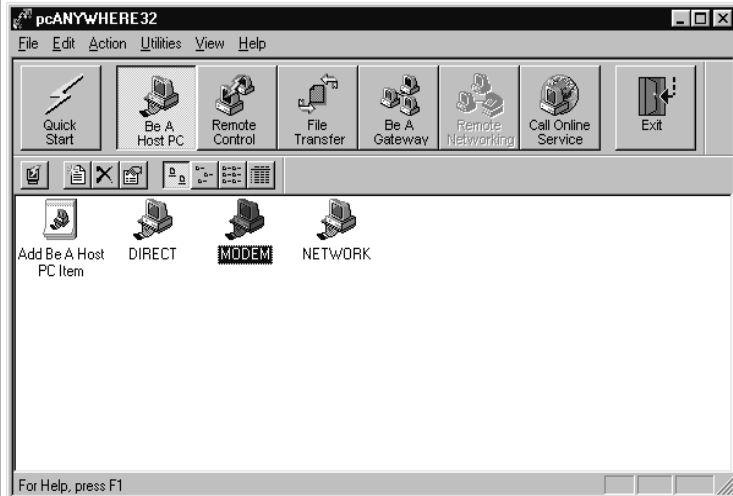
Verify Modem Data Communication

Note The HMIS workstation PC is not equipped with a modem or pcANYWHERE software.

Step 1: Set HMIS Server PC as Host PC

1. From Windows 95, click Start, then highlight Programs.
2. Highlight pcANYWHERE32 and from the drop-down menu, click pcANYWHERE.

The Programs drop-down menu displays.



3. Click Be A Host PC.
4. Double-click the Modem icon.

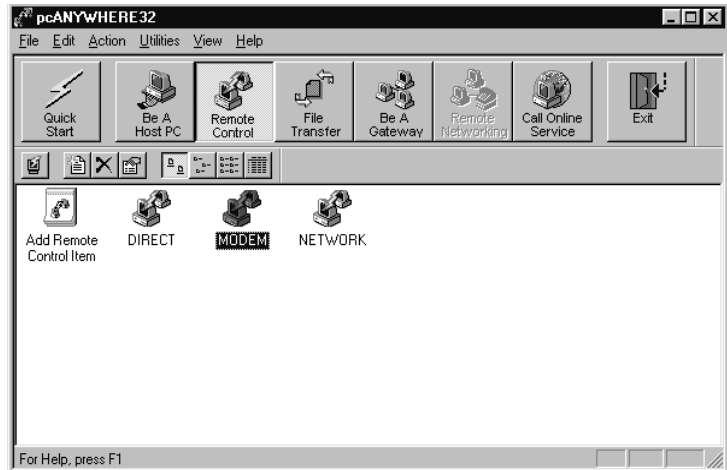
The HMIS is now waiting for connection.

Step 2: From the Host PC System, remotely connect to HMIS Server PC

1. From Windows 95, click Start, then highlight Programs.

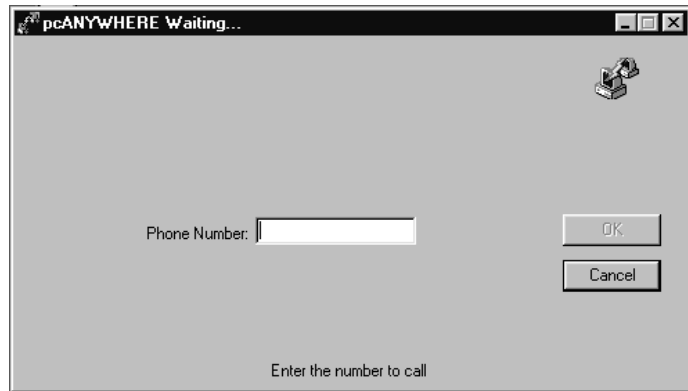
The Programs drop-down menu displays.

- Highlight pcANYWHERE32 and from the drop-down menu, click pcANYWHERE.



- Click Remote Control, then double-click the Modem icon.

The program prompts you to enter the modem phone number.



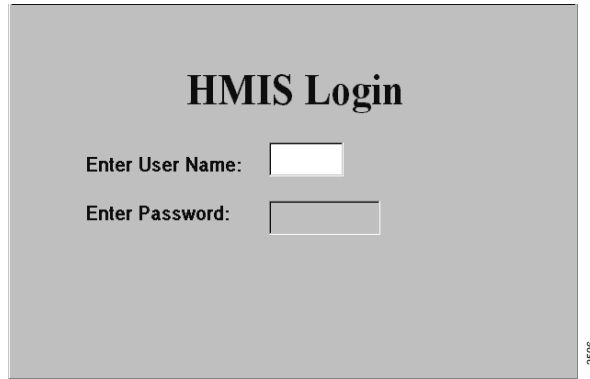
- Enter the dialing number assigned at RSTU for the HMIS PC system.

The Remote PC is now able to operate the HMIS program on the HMIS server PC.

Step 3: Access HMIS from Remote PC

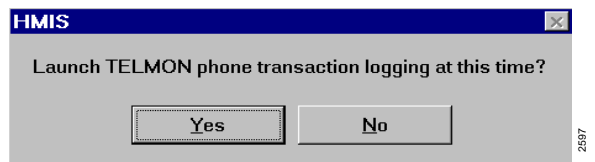
- From Windows 95 on the HMIS server PC screen, click Start, then highlight Programs.

2. Click HMISWS icon.



3. Type your user name and press **Enter**.

4. Type your password and press **Enter**.

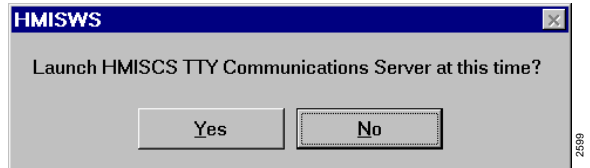


5. Click Yes.

Important! *TelMon must always be running to capture telephone call data.*

A SMDR Processor (TelMon) minimized button is placed on the desktop taskbar.

The HMISCS TTY Communications Server launch pop-up window displays:



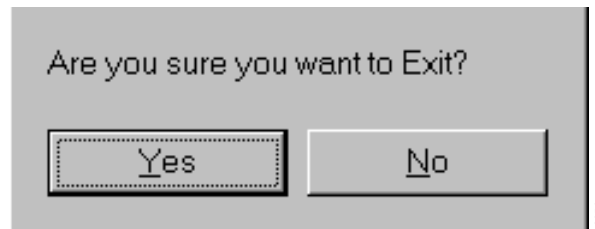
6. Click Yes.

Important! *The TTY Communications server communicates directly with the Strata DK system and must always be running to capture call data.*

A Comm Server (TTY) minimized button is placed on the desktop taskbar.

The Main screen displays.

7. To exit HMIS, from the Main screen, click Exit.



8. Click Yes.

View HmisErr.Log

The HmisErr.log file located on the HMIS directory captures any error that may occur in each of the modules. This includes reporting the loss of communications with the TTY port on the Strata DK. If an error does occur in the software, it may be necessary to forward this file to Toshiba Technical Support for decoding.

Note This file is available only on the HMIS server PC.

```
HMISWS Type mismatch in procedure: Swap      06-30-199812:37:57
HMISWS Type mismatch in procedure: Swap      06-30-199812:37:57
COMMSERU.Device Unavailable. in procedure: TerminatePhoneServices
                                           06-30-199813:24:37
HMISWS Type mismatch in procedure: Swap      06-30-199813:25:38
COMMSERU.Device Unavailable. in procedure: SetProgram56
                                           06-30-199813:25:40
COMMSERU.Device Unavailable. in procedure: EnableDndStatusUp
                                           06-30-199813:26:45
COMMSERU.Device Unavailable. in procedure: TerminatePhoneServices
                                           06-30-199813:27:47
COMMSERU.Device Unavailable. in procedure: SetProgram56
                                           06-30-199813:28:49
COMMSERU.Device Unavailable. in procedure: EnableDndStatusUp
                                           06-30-199813:29:52
COMMSERU.Device Unavailable. in procedure: TerminatePhoneServices
                                           06-30-199813:31:06
COMMSERU.Device Unavailable. in procedure: SetProgram56
                                           06-30-199813:32:08
```

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Figure 15-24 Sample HmisErr.Log

- Using a text editor, access the file in the HMIS directory.

Index

A

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