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Strategy Hospitality Application Software

The Strategy Voice Processing Hospitality Application software, available for use on all Strategy systems, enables automatic programming of mailboxes required for the basic Strategy HMIS messaging application. This bulletin provides you with information on integrating the Strategy and HMIS products, installation instructions for installing the HMIS on the Strategy, and examples of User ID mailboxes.

Note Due to configuration considerations, we do not recommend using the Strategy 4 Lite with this application.

Features

There are two features to the basic Strategy HMIS Application program:

- ♦ Strategy Guest Messaging – Enables callers to leave messages for hotel guests. When the guest checks for messages, he/she can only listen to, save or delete the messages. The guests do not have access to any of the normal features available to the Strategy business user.
- ♦ Delete All Messages – When a guest checks out of the room, this application enables the Strata HMIS system to automatically delete all messages in the guest room mailbox. This application can also be run manually by the hotel staff without the Strata HMIS system.

Strategy Hospitality Application Call Flow

Calls route to the user mailbox via standard Strata DK call forwarding, using the standard Simplified Message Desk Interface (SMDI) Call Forward integration packet for the guest room telephone. Whenever a guest checks into the hotel, the Strata HMIS system resets the call forwarding on the guest room telephone to Call Forward Busy/No Answer (CFBNA).

When the guest room telephone receives a call and the telephone is in CFBNA mode, the call forwards to the guest room mailbox, enabling the caller to leave a message.

If a guest chooses to not be disturbed, Call Forward-All Calls (CFAC) can be enabled on an individual room basis from the front desk terminal using the Strata HMIS system.

Installation and Configuration Procedures

Before You Start

1. Prior to inserting the disk into the Strata HMIS PC floppy-disk drive, check the blank, formatted disk for viruses. Once the Strategy Hospitality Application has been copied to the floppy disk, the disk should be write protected to prevent it from being infected by a virus.
2. Copy the Strategy Hospitality Application software program from the Strata DK HMIS CD-ROM to a floppy disk. Double-click on the SG_ap folder (for PC-based Strategy systems) or the SGDK_ap folder (for Strategy DK) and copy all the files in the folder to a floppy disk.
3. The Strategy must be configured for SMDI integration when first setting up the Strategy Voice Processing system. This sets all the proper message waiting notification for the user mailboxes.

It is also recommended that you:

- ♦ Back up your database prior to starting this procedure (for instructions for PC-based systems, see the *Strategy Installation and Maintenance Manual*, Chapter 16 - Backup and Restore, or for Strategy DK users, the Strategy Admin Tools Backup Utility in the *Strategy DK Installation Guide*).
- ♦ Make a copy of the installation disks as a backup.

Step 1: Install HMIS

PC-based Strategy Systems

Note At any time during the installation, you can press **Esc** to abort the installation process.

► To install HMIS on PC-based Strategy systems

- | | |
|--|--|
| <ol style="list-style-type: none"> 1. From the Main Menu, select Shutdown by pressing Alt+S. | Strategy prompts: Password? |
| <ol style="list-style-type: none"> 2. Type the password and press Enter. (The default password is Strategy, with the first letter uppercase.) | Strategy prompts:
Shutdown the entire system? [NY] |
| <ol style="list-style-type: none"> 3. Type N to cancel shutdown and return to the Main Menu or type Y to continue. | Strategy reconfirms:
Really SHUTDOWN the entire system? [NY] |

4. Type **N** to cancel shutdown and return to the Main Menu or type **Y** to continue.

Stratagy starts shutdown. If any ports are in use, Stratagy delays shutting down the system for 60 seconds. At that time, Stratagy completes shutdown, cutting off any callers or users that are still active.

When shutdown is complete, the system displays the Stratagy Configuration Utility Menu.

Stratagy Configuration Utility

1. Stratagy Backup Utility
2. Stratagy System Configuration
3. Install from A: Drive
4. Toshiba Plug and Play
5. Toshiba Switch Integration
6. Other Switch Integrations

5. Press **Ctrl+C** simultaneously.
6. Type **Y**.
7. Insert the Stratagy HMIS Application software disk into the floppy-disk drive.
8. At the **C:\STRATAGY>** prompt, type **a:install** and press **Enter**.
9. Press **Esc** to quit or any other key to continue.

The message “**Terminate batch job (N/Y)?**” displays.

The **C:\STRATAGY>** prompt appears on the screen.

The Stratagy HMIS application software is copied to the Stratagy system’s C: hard drive. An introduction screen appears.

The screen displays the following messages:

Select which type of installation should be performed:

Install Hotel/Motel Application Stratagy
Release 2.XX

10. Press **Enter**.

The screen displays:

Enter a beginning User ID for the application.

Note: The program will start at this User ID and then create 15 additional mailboxes in numerical order. If there are existing mailboxes within the range they will be overwritten.

Press the [Enter] key to accept the default value.

Press the [Esc] key once to erase and enter a new value.

Press the [Esc] key twice to exit the program.

1100

11. Press **Enter** to use the default 1100 series mailboxes

Important! *Any existing 1100 series mailboxes are overwritten.*

...or to enter a different number, press **Esc** and the field is cleared. Enter a new User ID and press **Enter**.

12. Press **Esc** to quit, or any other key to continue.

13. Type **STRATAGY** and press **Enter** or reboot the system and Stratagy comes on-line.

Important! *You must complete Steps 2~4 for proper operation of the Stratagy Hospitality Application software.*

You are now required to enter the first User ID mailbox in which to create the Hospitality application (default value = 1100). The software creates 16 consecutively numbered mailboxes, starting with the number entered.

Stratagy Hospitality Application software is ready to install the new mailbox database. You are asked if you want to continue.

The software begins to create the Hospitality application mailboxes beginning with the number entered in [Step 11](#) above.

When the installation is complete, the **C:\STRATAGY>** prompt displays.

Once the Stratagy Hospitality Application software has been loaded, you must record the mailbox greetings.

Strategy DK Systems

Note It is recommended that you make a sub-directory within the Strategy Admin\Backup directory on your PC (e.g., **C:\ADMIN3\BACKUP\HMISAPP**) where the files can reside. This will make access easier.

► To install HMIS on a Strategy DK system

1. Copy the Strategy Hospitality Application files to the hard drive of your Strategy Admin PC.
2. Connect the Strategy Admin PC to COM Port 2 on the Strategy DK and start the Strategy Admin software.
3. Select Tools by pressing **Alt+T** simultaneously.
4. Enter the system's [Password] and press **Enter**.

The Main Menu displays.

You are prompted to enter your password.

The Tools Menu displays.

Tools
1. Backup Utility
2. Restore Utility
3. Upgrade Strategy software
4. Telephone System Configuration
5. Toshiba Plug and Play
6. Strategy System Configuration
7. Retrieve Trace File
8. Filecopy

5. Select option 2 (Restore Utility).

The Restore Utility menu displays.

Restore
1. Restore Database
2. Restore Names & Greetings
3. Restore Database, Names & Greetings

6. Select option 3 (Restore Database, Names & Greetings).

You are prompted to enter the source directory.

<p>7. Enter the sub-directory/ directory where the Strategy Hospitality Application resides and press Enter.</p> <p>8. Enter mailbox 1100 and press Enter.</p> <p>9. Enter mailbox 1115 and press Enter.</p>	<p>For example: C:\ADMIN3\BACKUP\HMISAPP.</p> <p>You are prompted to enter a beginning mailbox number.</p> <p>You are prompted to enter an ending mailbox number.</p> <p>You are prompted with the amount of time it will take to restore the application and are asked if you want to continue.</p>
	<pre>Restore time 20 min. 37 sec. Continue? [NY]</pre>
<p>10. Press Y to continue ...or N to quit.</p>	<p>The backup of the Strategy Hospitality Application is loaded onto the Strategy DK.</p> <p>When the restore is complete, the following status message is displayed.</p>
	<pre>Restore successful. Reboot Strategy? [NY]</pre>
<p>11. Press Y to reboot Strategy.</p>	<p>The portable/desktop computer returns to the C:\ADMIN3\BACKUP\HMISAPP DOS prompt.</p> <p>Once the Strategy Hospitality Application software has been loaded, you must record the mailbox greetings.</p>

Important! *You must complete Steps 2~4 for proper operation of the Strategy Hospitality Application software.*

Step 2: Configure the Integration Packets

The Strategy Hospitality Application enables the user limited access to user features (i.e., listen, save, delete) by using Strategy's Token Programming language. The hotel guest never actually logs onto the guest room mailbox. Instead, to pick up messages, the guest dials the Master Distributed Hunt Directory Number of the Strategy Voice Processing system.

Using one of several customized SMDI integration packets, which must be added to the Strategy and busy chain of the guest room mailbox, the hotel guest's call is sent to the "Mailbox Log On" User ID (default mailbox 1100) of the Strategy Hospitality Application.

For proper operation of the Hospitality Application software, the Strategy and the Strata DK telephone system must be integrated using SMDI integration. For detailed information on configuring the Strategy for SMDI integration, see the *Strategy Installation and Maintenance Manual*, Chapter 4 – Configuring Strategy.

Integration Packets

To operate the Strategy Hospitality Application properly, you must:

- ◆ Modify the default integration packets.
- ◆ Add several custom integration packets.

Use the following procedure to add custom integration packets, once the Strategy system has been configured for SMDI integration with the proper Strata DK telephone system.

Important! *When first setting up the Strategy Voice Processing system for installation, the Strategy must be configured for SMDI integration. This sets all the proper message waiting notification for the user mailboxes.*

If the integration packets do not appear in the same order as shown in Figure 1, the Hospitality Application still functions; however, some minor problems do arise.

For example, the Strategy system may identify some messages as having come from the operator's mailbox instead of from an outside party. This can be caused by having multiple integration packets that match the type of forwarding used. For instance, the first packet recognized by the Strategy system had a "0," where another integration packet didn't.

Add the Custom Integration Packets

PC-based Strategy Systems

1. From the Main Menu, select Shutdown by pressing **Alt+S**.
2. Type the password and press **Enter**. (The default password is **Strategy**, with the first letter uppercase.)
3. Type **N** to cancel shutdown and return to the Main Menu or type **Y** to continue.

Strategy prompts: **Password?**

Strategy prompts:

Shutdown the entire system? [NY]

Strategy reconfirms:

Really SHUTDOWN the entire system? [NY]

4. Type **N** to cancel shutdown and return to the Main Menu or type **Y** to continue.

Stratagy starts shutdown. If any ports are in use, Stratagy delays shutting down the system for 60 seconds. At that time, Stratagy completes shutdown, cutting off any callers or users that are still active.

When shutdown is complete, the system displays the Stratagy Configuration Utility Menu.

Stratagy Configuration Utility

- | |
|----------------------------------|
| 1. Stratagy Backup Utility |
| 2. Stratagy System Configuration |
| 3. Install from A: Drive |
| 4. Toshiba Plug and Play |
| 5. Toshiba Switch Integration |
| 6. Other Switch Integrations |

5. From the Stratagy Configuration Utility Menu, press **6** or use the arrow keys (**↑↓**) to highlight the selection and press **Enter**.

The Other Switch Integration Menu displays:

Other Switch Integration

- | |
|-----------------------------------|
| 1. Telephone System Dial Codes |
| 2. Telephone System Tone Patterns |
| 3. System Integration Patterns |

6. From the Other Switch Integration Menu, press **3** or use the arrow (**↑↓**) keys to highlight the option and press **Enter**.

The System Integration Patterns screen displays (see [Figure 1 on Page 10](#)).

7. Using the arrow (**↑↓**) keys, highlight the first line that contains an SMDI integration packet.

The line should look like: **Axxxxrrrrr0000000.**

8. Press **Enter**.

The line is moved to the upper left corner of the screen.

9. Change the line to:
Nxxx3rrrrxxxssss.

10. Press **Enter** again.

The line is restored to its original location.

11. Repeat Substeps 7~10 for all required integration packets until the System Integration Patterns table looks like Figure 1.

12. Press **Esc** twice to return to the Stratagy Configuration Utility.

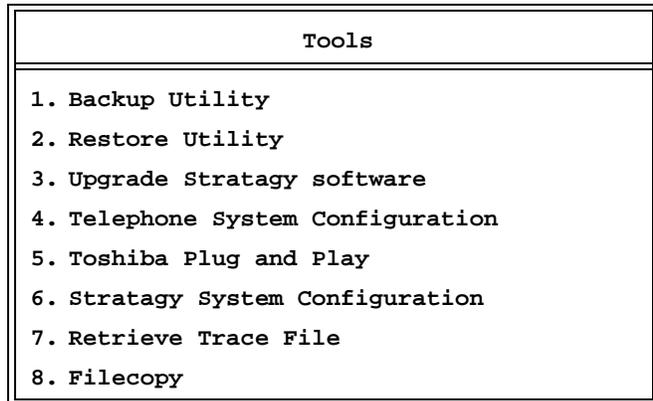
- Press **Esc** again to reboot Stratagy and return to the Main Menu.

Stratagy DK Systems

- From the Main Menu, select Tools by pressing **Alt+T** simultaneously.
- Enter the system's [Password] and press **Enter**.

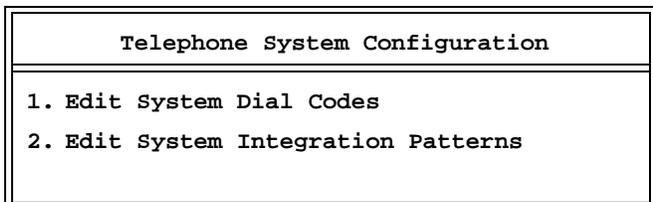
You are prompted to enter your password.

The Tools Menu displays.



- Select option **4** (Telephone System Configuration).

The Telephone System Configuration Menu displays.



- Select option **2** (Edit System Integration Patterns).
- Using the arrow (**↑↓**) keys, highlight the first line that contains an SMDI integration packet.
- Press **Enter**.
- Change the line to:
Nxxx3rrrxxxssss.
- Press **Enter** again.

The System Integration Patterns screen displays (see [Figure 1 on Page 10](#)).

The line should look like: **Axxxxrrrr0000000.**

The line is moved to the upper left corner of the screen.

The line is restored to its original location.

9. Repeat Substeps 5~8 for all required integration packets until the System Integration Patterns table looks like Figure 1.

10. Press **Esc**.

The Telephone System Configuration exit screen displays.

Telephone System Configuration	
1	Transmit file to Strategy and Restart Strategy
2	Transmit file to Strategy without Restarting Strategy
3	Cancel changes

11. Select option **1** (Transmit file to Strategy and restart Strategy).

The changes are transmitted to Strategy. When the filecopy is complete, Strategy confirms the filecopy and prompts you to press any key to reboot the Strategy.

12. Press any key to reboot.

3. System Integration Patterns

```

Integration Timeout by 1/10: 30
Forward from Ring No Answer: Brr
Forward from Ring No Answer: Brrr
Forward from Ring No Answer: Brrrr
Forward from Ring No Answer: Nxxx3rrrxxxxssss
Forward from Ring No Answer: Axxx3rrrxxxxssss
Forward from Ring No Answer: Bxxx3rrrxxxxssss
Forward from Ring No Answer: Nxxxxrrrxxxxssss
Forward from Ring No Answer: Axxxxrrrxxxxssss
Forward from Ring No Answer: Bxxxxrrrxxxxssss
Forward from Ring No Answer: Axxx3rrr0000000
Forward from Ring No Answer: Nxxx3rrr0000000
Forward from Ring No Answer: Bxxx3rrr0000000
Forward from Ring No Answer: Axxxxrrr0000000
Forward from Ring No Answer: Nxxxxrrr0000000
Forward from Ring No Answer: Bxxxxrrr0000000
Forward from Busy Extension: Dxxxxxxxx0bbb
Direct call from extension: Dxxxxxxxx3eee

```

Figure 1 Sample System Integration Patterns Screen

Step 3: Set up the Hospitality Application User ID Mailboxes

This section lists the Hospitality Application software User ID mailboxes in numerical order (starting with 1100) along with, as a reference, the description in the Comment field. Each User ID mailbox includes the tokens being used and an explanation of each token's operation.

In addition, sample greetings are included for User ID mailboxes that require recorded greetings. You may want to word the greeting differently; however, we recommend that you retain the substance of the sample greetings.

All of the User ID mailboxes for the Strategy Hospitality Application should have the following options set, unless otherwise noted:

Do Not Disturb: OFF
 Group 1: 99 (ensures User ID Mailboxes start at mailbox 1100)
 Group 2: 0 (except for User ID Mailbox 1100)

Note The following Hospitality Application software User ID mailboxes are based on the default value. If they have been altered during installation of the software (in PC-based Strategy Systems – [Substep 11](#) or Strategy DK Systems – [Substep 8](#)), use the altered User IDs instead.

User ID Mailboxes 1109, 1112, and 1114

The token string for the SMDI integration packet (to turn off the message waiting light on the guest room telephone) in these sample User ID mailboxes uses COM port 2 as the RS-232 connection to the Strata DK telephone system and a three-digit guest room extension.

For example: @=(%S9,1)S(2,'RMV:MWI 0000%S0!\D')G(1110)
 ↑ ↑ ┌ └
 COM Port 2 Required Space 3-digit Room Extension

If your installation uses a different COM port or a four-digit room extension, you must modify this token string.

If the Strategy Hospitality Application was installed on the Strategy system using the automated build disk, you must verify that the token string in the above User ID mailboxes is correct. The script used to install the application consolidates the token strings to remove any spaces. The space (see required space in example above) must be in the token string to ensure the message waiting light is turned off on the guest room telephone.

Strategy Guest Messaging

User ID Mailbox 1100: Mailbox Log On

Comment	MailboxLogOn
Group 2	1 (Allows access to this mailbox from other mailboxes.)
Extension	@=(%S0,%P)=(%S9,1)
@	Suppress normal process.
=(%S0,%P)	Create %S0 as the number of the previously accessed User ID Mailbox.
=(%S9,1)	Create %S9 with a value of 1. %S9 is the message number played.
Done Chain	1111
RNA Chain	1101

User ID Mailbox 1101: Initial Menu

Comment	InitialMenu
Extension	@P(M,%S0)M(G1,2,40)
@	Suppress normal process.
P(M,%S0)	Play the number of messages in User ID Mailbox %S0.
M(G1,2,40)	Play greeting 1 and wait for menu choice.
Done Chain	1108
RNA Chain	999
Menu 1	1105
Menu 9	999
Greeting 1	"To play your messages press 1. To quit press 9."

User ID Mailbox 1102: Message Menu

Comment	MessageMenu
Extension	@M(G1,2,40)
@	Suppress normal process.
M(G1,2,40)	Play greeting 1 and wait for menu choice.
RNA Chain	999
Menu 1	1106
Menu 2	1105
Menu 3	1104
Menu 9	999
Greeting 1	"Press 1 to delete this message. Press 2 to hear this message again. Press 3 to hear the next message. Press 9 to quit."

User ID Mailbox 1103: Decrement Message Number

Comment	DecrementMsgNmbr
Extension	@I(%S9,=,1,1109)+(%S9,-1)
@	Suppress normal process.
I(%S9,=,1,1109)	If the value of %S9 is 1, go to User ID Mailbox 1109.
+(%S9,-1)	Decrease the value of %S9 by 1.
RNA Chain	1105

User ID Mailbox 1104: Increment Message Number

Comment	IncrementMsgNumbr
Extension	@+(%S9,1)
@	Suppress normal process.
+(%S9,1)	Increase the value of %S9 by 1.
RNA Chain	1105

User ID Mailbox 1105: Play Message

Comment	PlayMessage
Extension	@P(MN%S9,%S0)
@	Suppress normal process.
P(MN%S9,%S0)	Play message number %S9 out of User ID Mailbox %S0.
Done Chain	1109
RNA Chain	1102

User ID Mailbox 1106: Delete Message

Comment	DeleteMessage
Extension	@KD(%S9,N,%S0)P(G1)M(G2,2,40)
@	Suppress normal process.
KD(%S9,N,%S0)	Delete message number %S9 from User ID Mailbox %S0.
P(G1)	Play greeting 1.
M(G2,2,40)	Play greeting 2 and wait for menu choice.
RNA Chain	999
Menu 1	1105
Menu 9	1112
Greeting 1	"Message deleted."
Greeting 2	"Press 1 to hear the next message or press 9 to quit."

User ID Mailbox 1107: End of Messages

Comment	EndOfMessages
Extension	@+(%S9,-1)M(G1,2,40)
@	Suppress normal process.
+(%S9,-1)	Decrease the value %S9 by 1.
M(G1,2,40)	Play greeting 1 and wait for menu choice.
RNA Chain	999
Menu 1	1109
Menu 9	1112
Greeting 1	"Press 1 to hear saved messages or press 9 to quit."

User ID Mailbox 1108: Start Of Messages

Comment	StartOfMessages
Extension	@M(G1,2,40)
@	Suppress normal process.
M(G1,2,40)	Play greeting 1 and wait for menu choice.
RNA Chain	999
Menu 1	1109
Menu 9	999
Greeting 1	"End of messages. Press 1 to hear your saved messages or press 9 to quit."

User ID Mailbox 1109: Replay Messages

Comment	ReplayMessages
Extension	@=(%S9,1)S(2,'RMV:MWI 0000%S0!\D')G(1110)
@	Suppress normal process.
=(%S9,1)	Reset value %S9 to 1.
S(2,'RMV:MWI 0000%S0!\D')	Turn off message waiting for User ID Mailbox %S0.
G(1110)	Go to User ID Mailbox 1110.

Note See [“User ID Mailboxes 1109, 1112, and 1114”](#) on Page 11 for additional information on this mailbox.

User ID Mailbox 1110: Verify There Are Saved Messages

Comment	VerifyMessages
Extension	@I(%M(%S0),=,0,1111)
@	Suppress normal process.
I(%M(%S0),=,0,1111)	If the number of messages in User ID Mailbox %S0 equal 0, go to User ID Mailbox 1111.
RNA Chain	1105

User ID Mailbox 1111: No Saved Messages

Comment	NoMessages
Extension	@P(G1)G(999)
@	Suppress normal process.
P(G1)	Play greeting 1.
G(999)	Go to User ID Mailbox 999 for hang up.
Greeting 1	"You have no messages to listen to."

User ID Mailbox 1112: Turn Off Message Waiting

Comment	TurnOffMWI
Extension	@S(2,'RMV:MWI 0000%S0!\D')
@	Suppress normal process.
	S(2,'RMV:MWI 0000%S0!\D') Turn off message waiting for User ID Mailbox %S0.
Done Chain	999
RNA Chain	999

Note See "User ID Mailboxes 1109, 1112, and 1114" on Page 11 for additional information on this mailbox.

Delete All Messages

The following group of User ID Mailboxes deletes all messages from the guest room User ID Mailboxes when the guest checks out. To protect against accidental access to this application, group 1 for all of these mailboxes is 98. All other groups for these mailboxes are 0 except for User ID Mailbox 1113. User ID Mailbox 1113 has group 1 as 98 and group 2 is 1. This ensures the user accesses this application only from the beginning User ID Mailbox of 1113.

User ID Mailbox 1113: Delete Messages Main

Comment	DeleteMsgsMain
Extension	@R(G1,%S0,70)P(G2)P(%S0)M(G3,2,40)
@	Suppress normal process.
R(G1,%S0,70)	Play greeting 1. Store DTMF response from the caller as value %S0.
P(G2)	Play greeting 2.
P(%S0)	Play value %S0.
M(G3,2,40)	Play greeting 2 and wait for menu choice.
RNA Chain	999
Menu 1	1114
Menu 2	1113
Menu 9	999
Greeting 1	"Please enter the room number to delete all messages from."
Greeting 2	"You entered ..."
Greeting 3	"Press 1 to clear all messages from this mailbox. Press 2 to enter another mailbox or press 9 to quit."

User ID Mailbox 1114: Initialize Values

Comment	InitializeValues
Extension	@=(%S5,1)=(%S6,%M(%S0))I(%S6,=,0,1116) S(2,'RMV:MWI 0000%S0!\D')
@	Suppress normal process.
=(%S5,1)	Create %S5 with a value of 1.
=(%S6,%M(%S0))	Add the number of messages in User ID Mailbox %S0 to value %S6.
I(%S6,=,0,1116)	If value %S6 equals 0, go to User ID Mailbox 1115.
S(2,'RMV:MWI 0000%S0!\D')	Turn off message waiting for User ID Mailbox %S0.
RNA Chain	1115

Note See “User ID Mailboxes 1109, 1112, and 1114” on Page 11 for additional information on this mailbox.

User ID Mailbox 1115: Delete Messages

Comment	DeleteMessages
Extension	@KD(1,N,%S0)+(%S5,1)I(%S5,>,%S6,1116)
@	Suppress normal process.
KD(1,N,%S0)	Delete message 1 from User ID Mailbox %S0.
+(%S5,1)	Increase the value of %S5 by 1.
I(%S5,>,%S6,1116)	If the value of %S5 is greater than the value of %S6, go to User ID Mailbox 1116.
RNA Chain	1115

User ID Mailbox 1116: All Messages Deleted

Comment	AllMsgsDeleted
Extension	@P(%S6)P(G1)P(%S0)M(G2,1,70)
@	Suppress normal process.
P(%S6)	Play value %S6.
P(G1)	Play greeting 1.
P(%S0)	Play value %S0.
M(G2,1,70)	Play greeting 2 and wait for menu choice.
Done Chain	1113
RNA Chain	999
Menu 1	1113
Menu 9	999
Greeting 1	“Messages deleted from mailbox...”
Greeting 2	“Press 1 to clear another mailbox or press 9 to quit.”

Step 4: Set up Guest Room User ID Mailboxes

Note It is recommended that the guest room's mailbox number match the guest room number.

All of the User ID mailboxes for the corresponding guest rooms should have the Saved Message Queue set to NO.

User ID Mailbox XXX: Guest Room XXX (where XXX = guest room number)

Comment	GuestRoomXXX
Extension	xxx (where XXX = guest room extension number)
Busy Chain	1100