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W

Wakeup Call See Setting a Wakeup Call

If this key is attached and the system still will not work please call technical support.

Windows Starts Up, But No Messages On The Screen

This means the WAV program was not set to start with Windows. Click on Start then Programs then Key System US then InnFone. This should start the InnFone program, if it doesn't call technical support.

Problem: InnFone Starts, But Not Working Properly

Call Records are not being posted to the rooms.

This could be caused by a couple of things. Please check all of the following before calling technical support.

- 1) The KSU is not sending any call record to the InnFone.
 - a) View SMDR log file in the InnFone to see if any recent call records have been received. (Click on File→View→Logs→SMDR). (If call records are being received then skip to InnFone receiving call records but not posting.)
 - b) Check dipswitch settings on SMDR. Refer to chapter 2 for correct settings.
 - c) SMDR led for COM port should flicker upon hanging up on a call. If this does not flicker then double check dipswitch settings and make sure call lasts longer then minimum call duration in KSU programming, 10 seconds from default.
 - d) Double check wiring between KSU and InnFone. Make sure that the modular cords are 6-wire type and that the DB-9 to modular connectors are the ones supplied by Key System US. Try moving InnFone next to KSU and use only the connectors supplied with the InnFone.

Troubleshooting and Frequently Asked Questions

This section contains troubleshooting information including the most common problems, possible causes and remedies, and references to sections of the Atlas phone system and InnFone system manuals where additional information may be found. If problems still exist please call technical support.

Problem: PC Does Not Boot (Start), No Power

A few things could cause this. Check all of the following before calling technical support.

- 1) Power cord must be plugged into a 110 volt AC outlet.
- 2) Check outlet with voltmeter or tester to make sure there is power.
- 3) Check power switch on the back of the PC to make sure it is on. The side with the "-" sign should be pushed in. (May not apply to all PCs')
- 4) Check voltage selector switch on back of the PC to make sure it is set for 115v. If this is wrong slide the switch from 220v to 115v. (May not apply to all PCs'.)
- 5) If system beeps more then once on start up it is possible that a card may have come loose during shipping. Please remove the cover and check all cards to make sure they are securely fastened. Please call technical support for help with this step if you are unfamiliar or uneasy with computers.

Problem: No Display On Monitor

This could be caused by a couple of things. Check the following before calling technical support.

- 1) Power cord must be plugged into a 110 volt AC outlet.
- 2) Check cable between monitor and PC. It should be securely fastened to the monitor connection on the back of the PC. (Blue 15 pin connector.)
- 3) Check power light on monitor. If the light is not on there is no power to the monitor. If the light is orange the monitor is not getting a video signal from the PC, check the connection between the monitor and the PC. If the light is green the monitor is functioning correctly check the brightness and contrast settings.
- 4) Make sure the monitor will support 800x600 resolution.

Problem: Windows Starts, But InnFone Does Not

System Displays Sentinel Device Not Attached

Check the Sentinel key shipped with the system to make sure it is securely fastened to the printer port on the back of the PC. This key is shipped with the system in the box with the manuals.

Note:

The room parameters must be defined when creating rooms in order for this feature to work correctly.

- 8) Expiration Date is used to enter the expiration date of the credit card.
- 9) The Room Number field will show the number of rooms that is reserved for the guest. (If there are two rooms reserved the numbers 1 and 2 will show up.) To select the room to define double click on the room #.
- 10) The Room Type, # of Beds, Bed Size, Bed Type and additional fields are used to define the type of room for the reservation. Click on the box next to each option you wish to have for the selected room number.

Adding an New Reservation

To add a new reservation click on **File** and then **New**. Any information that was on the screen will now be blank. Using the previous descriptions fill in any fields that are relevant to the reservation.

Removing a Reservation

To remove a reservation from the system you must first open that reservation. To open a reservation click on **File** \rightarrow **Select**. The reservation selection screen will open. Double click on the reservation you wish to remove from the system. The selected reservation will now appear on the screen. To delete the reservation click on **File** \rightarrow **Delete**.

RESERVATION SYSTEM

The InnFone integrates a powerful reservation system that allows the front desk to reserve rooms for guests in advance as well as taking their personal information.

The Reservation system allows you to either view the current reservations or edit the reservation system. When reservations are made the system will automatically assign rooms for the reservation thus removing those rooms from the available list on that day.

Editing Reservations

Editing reservations includes adding new reservations, changing current reservations and removing cancelled reservations from the system.

To access the Edit Reservation Screen click on **Reservation** and then **Edit**. The following screen will appear.

Reserv	ation Cen	ter				
Confirma Guest N Affiliat Starting	tion Number ame ion Date 4/16/	987452498		Credit Card Card Type Exp Date # of Room		
Rooms	Assigned Room 0	Room Type Standard Handicap Smoking	# of Beds ☐ 1 ☐ 2 ☐ 3	Bed Size	Bed Type Soft Medium Hard Water	Additional Baby Crib Roll Away
				F	NA NA	

Figure 28 Reservation Edit Screen

- The Guest Name field is used to enter the name of the primary guest for the room. (This should also be the name as it appears on the credit card.)
- The Affiliation field is used to enter the name of the company or organization the guest is associated with.
- 3) The Credit Card field is used to enter the guests credit card number
- 4) The Card Type field is used to enter the type of credit card. You may select from pre-defined credit cards by clicking on **Credit Card** from the menu and selecting the type of card to use.
- 5) Number of rooms is to define how many rooms to reserve for the particular reservation.
- 6) Date is to define the check in date for the reservation. It should be entered in the format of DD/MM/YY where DD=day MM=month and YY=year. (Use 00 for the year 2000.)
- 7) Number of days is to define the number of days the guest whishes to reserve the room(s) for.



You may define different parameters for each room for the reservation. that has already been checked in you may click on Action and then Modify Room or highlight the room by clicking on it and then right click and select modify. The Room Select screen will open. (See Figure 4-3)

Simply double click the room you wish to modify. You may also type the room number in on the keyboard and the InnFone will highlight the room you type. You will still need to double click the room to select it.

Once you have selected a room the following screen will appear:

File Pho	one Usage		
	Name	Affiliation	Location
Guest 1	John Doe	John Doe Inc	
Guest 2			Ì
Guest 3			1
Guest 4		Í	Î
Wake Up	07:00 AM	Cedit Limit \$	<u></u>



Once the Room Modify screen shows up you may enter the time in the Wake up field the guest requested. The time is entered in a regular time format of HH:MM followed by either AM or PM (There should be a space between the minutes and either the AM or PM). This is a once only alarm set in the telephone system. If the wakeup call goes unanswered the system will retry the call again in five minutes for up to three total wake attempts. You may save the changes pressing the **ENTER** key or by clicking on **File** \rightarrow **Save**.

Canceling a Wakeup Call

To cancel a wakeup call follow the above procedure and simply delete the time in the wakeup field and save the changes by pressing the ENTER key or by clicking on File \rightarrow Save.

911 EMERGENCY CALLS

The InnFone system is equipped with a 911 emergency notification. This will notify the front desk when a room dials 911 on an outside line. The system will alert the front desk by both a message on the screen and a voice stating there was an emergency call and the room that dialed it.

To clear the emergency message the front desk can click on Clear 911 Call on the main menu.



If you enter the time in 24-hour format there is no need to enter am or pm.

- b) Local allows the guest(s) to be checked in for local calls. This will restrict the guest from making long distance calls.
- c) Internal allows the guest(s) to make internal calls only.
- d) 0+- allows the guest(s) to make 0+ calls and local calls without giving them access to direct dial local calls.
- e) The installer may have added more options to this menu. Please contact them as to how these options function.

Completing the Check In

To save the check in you may either press the **ENTER** key or click on **File** and then **Save**. If you wish to cancel the current Check In you may either close the window by clicking on the **X** in the top right hand corner or click on **File** and the **Exit**.

CHECKING OUT A GUEST

There are two ways to access the check out function. You may either click on Check Out from the main menu or highlight the room by clicking on it and then right clicking and selecting Check Out. (If you click on Check Out from the main menu a list of all currently occupied rooms will be displayed. (See Figure 4-3 for sample screen.) Simply double click the room you wish to check out. You may also type the room number in on the keyboard and the InnFone will highlight the room you type. You will still need to double click the room to select it.)

Once you have selected the guest to check out you will be prompted whether or not you wish to print a check out report.

Would You like t	o print 🛛 🔀
Suite 10)2 - Jim Jones
Yes	No

Figure 26 Print Checkout Report Form

If you select yes the system will process the check out and print a report of any costing associated with the room. If you select no the system will only check the room out.

Once the room has been check out the status will switch to dirty. A dirty room is not allowed to be checked in. To clear the dirty status and switch it back to vacant the maid must dial the clean room code (74#) from the room telephone once they have cleaned the room.

SETTING A WAKEUP CALL

The InnFone allows the front desk to set a wakeup call for a room. This wakeup call will be executed by the telephone system at the time you enter. The wakeup call can either be set upon the initial check in or at any time the room is occupied. (To set a wakeup call upon check in, please refer to the Checking In a Guest section.) To add a wakeup call to a room

File Toll Restriction Name	Affiliation	Location
Guest 1		
Guest 2	ĺ	1
Guest 3	Í	i –
Guest 4	Í	i –

Once you have selected a room the following screen will appear:

Figure 25 Check In Screen

Name

These fields allow you to enter the name of the guest(s) staying in the room. The name should be entered in the format of "First Name (Space) Last Name" (for example "Jim Jones" would be a correct entry). The name entry allows the front desk to search by guests by either first name or last name.

Affiliation

These fields are used to assign a company name to each guest. This company name can be used to search for multiple guests within the same company when using the directory system of the InnFone.

Location

The location field can be used to keep track of a current guest. For example if he is going to be in a conference room or at the pool that information can be entered to track the guest down if needed. This is also a function of some PMS systems and they will automatically update this field.



Note: The current toll restriction will be displayed across the top of the screen.

If you enter the time in 24-hour format there is no need to enter am or pm.

Wake Up

This field is used to set a wake up call for the guest. The time is entered in a regular time format of HH:MM followed by either am or pm. This is a once only alarm set in the telephone system.

Credit Limit

This field is used to assign a credit limit to the room telephone(s). Once a guest exceeds their credit limit the InnFone will restrict the room to intercom calls only until it is changed by the front desk. The credit limit is entered in whole dollar amounts only.

Room Check In Menu Items

The menu on the Room Check In form also contains information regarding the check in setup. The following is a list of options that are selectable from the menu.

File

- a) Save save the current changes and check in the room
- b) Exit closes the Check In form without checking in the guest.

Toll Restriction

a) All Calls – allows the guest(s) to make any calls without toll restriction

LOGGING IN/OUT

The InnFone allows for password restriction to access certain options as well as basic functionality such as checking in/out a guest. When setup each user must log in before proceeding any further into the system. The following is an example of the login screen:

Screen Path:

Select:

- Action →
- Clerk(s) \rightarrow
- Log In

Log In	×
User	-
Name I	-
Password	
ОК	

Figure 23 Login Screen

To access the Log In screen click on Action \rightarrow Clerks \rightarrow Log In.

To Log Out click on Action \rightarrow Clerks \rightarrow Log Out. If you forget to Log Out the system will automatically log you out after five minutes of inactivity.

CHECKING IN A GUEST

There are two ways to access the check in function. You may either click on Check In from the main menu or highlight the room by clicking on it then right click and select check in. If you select to click on Check In from the Main Menu the following screen will appear if you right click skip to the Room Check In Screen.

Note: If Smart Search is enabled the room select screen will not be displayed. You will see the Smart Search screen instead.

Roon	n Select	×
File	Display By	
102	Suite 102	
103	Suite 103	
104	Suite 104	
105	Suite 105	
106	Suite 106	
107	Suite 107	
108	Suite 108	
109	Suite 109	
110	Suite 110	

Figure 24 Room Select Screen

Simply double click the room you wish to check in. You may also type the room number in on the keyboard and the InnFone will highlight the room you type. You will still need to double click the room to select it.

- View This menu selection allows you to view different information in the InnFone.
 - a) Logs View different logs in the system. Either SMDR or PMS.
 - b) **Rooms** View the current status of all the rooms in the system. This screen also allows you to sort the view by status. See Room Status for further details.
- Initialize This menu selection allows the InnFone to request all current room information from the PMS system.
- Reports This menu selection allows you to run different reports on the system.
 - a) **Rooms** Allows you to print a report on different type of room status.
 - b) Audit Allows you to run audit reports for either day, week, month or year.
- **Exit** This menu selection will close the InnFone program. Doing this will stop the system from costing any calls.

Action

The action menu contains information regarding the user operation of the InnFone.

- Clerk(s) This menu selection allows the front desk personnel to either log on or log off of the system.
- **Smart Search** This menu selection opens the smart search form. This can be useful if the smart search option is not turned on in the system.
- **Reserve Room** This menu selection allows the front desk to reserve a room. This is not related to the reservation system. This would be used to reserve a room for a particular function not for a guest.
- **Modify Room** This menu selection allows the front desk to modify a room that is currently check in. You can use this to set a wakeup call, change a rooms credit limit, change guest name information or any other options that can be set during the check in screen.
- **Change** This menu option allows you to manually change the status of a room without having to go through the check in or check out process.
- Move This menu option allows you to move a guest from one room to another.

Check In

This menu selection will initiate the check in process. It will either open the Smart Search screen or the Room Selection screen depending on system settings.

Check Out

This menu selection will initiate the check out process.

Clear 911 Call

This menu selection will clear the emergency call message from the screen.

Reservation

This menu will give you access to the reservation system. You can choose either to edit or to view the reservation information. Please refer to the section on reservation for more detail.

Directory

This menu selection allows you access to the directory screen. This allows you to view current guests check in to the system.

Main Screen Icons



To use the InnFone main screen to view current information use the following guide.

To View information you may double click on any item with a "+" to the left of it. If there is no "+" to the left that item has no more information to be displayed.

UNDERSTANDING MAIN MENU OPTIONS

The main menu on the InnFone is broken up into seven selections.

File

This menu contains information regarding the main operation of the InnFone.

- Screen This menu is used to manually refresh the screen to update the most recent activity. (The screen will automatically update after 10 seconds of inactivity.)
- **Edit** This menu is used in setting up the InnFone. Please refer to chapter 3 for information regarding this selection.
- **Icons** This menu selection is used to change the size of the icons displayed on the screen. The options are small, large and refresh.
- System This menu selection is used by technical support to log into the system.
- **Reset** This menu selection is used to reset information in the InnFone. Currently the only option is Year to Date. This option will reset all call information for the current year.
- Activate This menu selection is used to activate different features in the system. Currently the only two options available are Smart Search and Double Click. Smart Search is used for checking in a guest to find a particular type of room. Double click allows the user to double click on a room to access the room menu.
- **Update** This menu selection is used to update information in the InnFone. This includes daily room rates and reservations.

User Operating Instructions

This section is designed to help the property owner and their employees in using the InnFone. This will include checking In/Out a guest, setting wake up calls, modifying room statuses, running reports and any other options that might be used in a day-to-day environment.

MAIN SCREEN

The main InnFone screen will display all current room information in a viewable tree format. This includes room status, checked in/out, current call activity and charges, guest name(s) and affiliations and all other settings that are assigned to the room. The following is a sample of the main screen.



Figure 22 InnFone Main Screen

This Page Intentionally Left Blank

Clerk Information		
File		
ID Clerk Name		
234 Ida Bossman		
10 - Jim Checkins 11 - Judy Checkouts 1234 - Ida Bossman		

Screen Path:

Select: File→

Edit→

• Clerks

•

•

Figure 21 Clerk Information Screen

Screen Path:

Select:

- File→
- Edit→
- Maids

Note:

To select a different maid entry, simply double click the one you want to program.

Maid I	nformation	×	
File ID 12	Maid Name Anetta Vacume		
10 - Ji 11 - H 12 - A	m Smith ilda Cleaner netta Vacume		

Figure 20 Maid Information Screen

ID

The ID field is used to assign the actual ID number for the maid. This field can be up to 10 digits long. However, all entries must be the same length for the feature to work correctly.

Maid Name

This field is used to assign a name to the maid. This can be in any format that is recognizable to the front desk staff.

Maid Information Menu Items

The menu on the Maid Information form also contains information regarding the maid setup. The following is a list of options that are selectable from the menu.

File

a) New – allows you to add a new maid ID entry.

b) Save – save the current changes. This must be done before selecting a different maid ID entry.

- c) Delete delete the current maid ID entry.
- d) Exit closes the Maid Information form.

CLERK INFORMATION

The InnFone allows the property manager to assign unique names and passwords for each member of their staff for tracking purposes. This information is attached to any transactions that that person processes. This also requires the user to "Log-In" before using the system. The following is an example of the Clerk Information screen:

TOLL RESTRICTION SETUP

The InnFone allows for the ability to change the toll plan for a telephone when the room is checked in. The toll plan that is assigned to the telephone can be selected from one of up to fifteen different options. (From default there are only four options; All Calls, Local Calls O + calls and Room to Room.) Each different toll restriction option can be assigned to select a different toll plan from the KSU. The following is a sample of the Phone Usage Screen.

Screen Path:

Select:

- File→
- Edit→
- System→
- Toll
 - Restriction \rightarrow

Phor	ne Usage 🛛 🔀
File	
Code	Description
0	All Calls
9	Local Only
d	Internal Only
4	Zero + Only
3	Local Plus
Г	
Г	
Г	
Г	
Г	
Γ	

Figure 19 Phone Usage Screen

Code

This field is the actual toll plan in the KSU that will be selected for the telephone on check in. The toll plan used must be setup in the KSU for the feature to function correctly. Please refer to the KSU manual for instructions.

Description

This field allows for a description of the Toll Plan. The description is what the front desk personnel see when they are checking in a guest. They may pick any of the toll plans that are setup.

MAID INFORMATION

The InnFone allows the property manager to assign unique maid ID numbers to their staff for tracking purposes. These numbers can be used when cleaning rooms to alert the front desk of current maid activity and/or location. The following is an example of the Maid Screen.

Select:

٠

•

• •

CCR For	mat -	Station	to Trunk				×
File Typ	e of	Help					
[3333]	HOL	mm/dd	rrrrrl	aa:bb	zzzzo	\$\$\$\$.\$\$0	nnnnnnnnnnnnn
[3333]	HOL	mm/dd	rrrrl	aa:bb	22220	\$\$\$\$.\$\$0	nnnnnnnnnnnnn
	CCR For File Typ (SSSS (SSSS	CCR Format - File Type of [ssss HOL [ssss HOL	CCR Format - Station File Type of Help [ssss HOL mm/dd [ssss HOL mm/dd	CCR Format - Station to Trunk File Type of Help [ssss HOL mm/dd rrrrrl [ssss HOL mm/dd rrrrrl	CCR Format - Station to Trunk File Type of Help [ssss HOL mm/dd rrrrrl aa:bb [ssss HOL mm/dd rrrrrl aa:bb	CCR Format - Station to Trunk File Type of Help [ssss HOL mm/dd rrrrrl aa:bb zzzzo [ssss HOL mm/dd rrrrrl aa:bb zzzzo	CCR Format - Station to Trunk File Type of Help [ssss HOL mm/dd rrrrrl aa:bb zzzzo \$\$\$\$.\$\$o [ssss HOL mm/dd rrrrrl aa:bb zzzzo \$\$\$\$.\$\$o

Figure 18 CCR Format Screen

The CCR Format screen is used to change the default call record to match with what the PMS system is expecting. To change this format double click on the format to change and make appropriate changes using the following variables.

Туре	Variable	Description
Extension	X	Defines the extension number the call
		record is for.
Trunk Number	t	defines the trunk the call as made on.
Starting Time	a=hours	Defines the time the call started.
	b=minutes	
	c=seconds	
Duration	e=hours	Defines the length of the call.
	f=minutes	
	g=seconds	
Date Of Call	m=month	Defines the date of the call.
	d=day	
	y=year	
Telephone number	n	Defines the number dialed.
Cost of Call	\$	Defines the cost of the Call.
Sequence Number	S	Defines the sequence of the call (used by the
		PMS to determine it receives all of the call
		records.
Block Check	q	Sends a block check to the PMS informing
Character		it of the size of the packet.
Start of Text	[Defines the start of text in the packet.
End of Text]	Defines the end of text in the packet.
Carriage Return	(shift backspace)	Sends a carriage return to the PMS.
Line Feed	_	Sends a line feed to the PMS.

All variables

PMS Format Variables

are lower case letters.

The following table is a list of all the variables that are used by the InnFone when defining PMS packets:

Туре	Variable	Sample	Description
Zero Fill	0	nnnno	Fills in remaining information with blank
			spaces
Left Justify	1	nnnnnnnnnnnn	Aligns the information to the left of the
			packet
Dollar Amount	\$	\$\$\$\$.\$\$\$	Defines the format in which to send costing
			information to the PMS.
Trunk Number	Ι	iii	Defines the format the trunk information is to
			be sent to the PMS.
Room Number	r	rrrr	Defines the room number being sent to the
			PMS.
From Room	f	ffff	Defines the room being transferred from.
To Room	t	tttt	Defines the room being transferred to.
Extension	e	eeee	Defines an extension number
Name	n	nnnnnnnnn	Defines a name to be sent to the PMS.
Hour	h	hh	Sends the hour of an activity to the PMS.
Minutes	m	mm	Sends the minutes of an activity to the PMS.
Seconds	S	SS	Sends the seconds of an activity to the PMS.
Month	X	XX	Defines the month of an activity to be sent to
			the PMS.
Day	d	dd	Defines the day of an activity to be sent to the
			PMS.
Year	У	уу	Defines the year of activity to be sent to the
	•		PMS.
Credit Card #	Z	ZZZZZZZZZZZZZZZZZZZZ	Defines the credit card number on a
			reservation.
Credit Card Name	v	VVVVVVVVV	Defines the name on a credit card for a
			reservation
Credit Card Exp	W	ww/ww	Defines the expiration date of a credit card on
Date			a reservation.
Description	C	ccccccccc	Defines a description of the record for the
			PMS.
STX	[[STS	Defines the start of a text field for the PMS.
ETX]	rrrr1]	Defines the end of a text field for the PMS.

Defining The Call Record Format

The call record format allows the InnFone to send the costed call information to the PMS system in a format it will recognize. The default format is setup to match the Holidex standard used by many PMS manufacturers.

The following is a sample of the CCR Setup Screen:

Packet Type	Definition
Acknowledgement	Verifies that the InnFone received a recognized packet
Neg Acknowledgement	Verifies that the InnFone received an unrecognized packet
Initialize	Requests the PMS to resend all current room information
Enquiry	Requests the PMS to send information for one particular room
Call Record	Sends a call record to PMS. (Most PMS systems do not accept call
	records on the same port as PMS interface.)
Call Cost	Sends a call cost to the PMS
Check In	Sends a check in to the PMS
Check Out	Sends a checkout to the PMS
Cost Adjustment	Sends an adjustment to the PMS
Transfer	Moves a guest from one room to another
Room Service	Sends room service charges to the PMS.
Peg Count	Uses European standard for call costing and send it to the PMS.
Message waiting	Changes the message waiting status for a particular room in the
	PMS.
Maid Status	Updates the current maid status in the PMS.
Toll Restrictions	Updates the current toll restriction status of a room in the PMS.
Name	Updates a guests' name in the PMS
Department	Updates a guests' department in the PMS
Locate	Updates a guests' location in the PMS

To define a new input packet you must first know what the PMS system is expecting to receive for the particular function you wish to define. For example if you do a checkout on the InnFone for room 123 and the PMS requires a packet of "STS1 rrrrr1" this packet must be defined in the InnFone.

To define this packet in the system you would do the following:

- 1) Click on **File** and then **New**.
- 2) Enter the packet format required by the PMS, (STS1 rrrr1) using any wild cards that are needed. (See table on next page for accepted variables for the PMS interface.)

3) Select the type of packet from the Output menu. (Maid Status→ Vacant→Dirty)

Click on File and then Save to save the new packet

Do not enter

Do not enter Input or Output when defining packets. The InnFone will do this.

Note:

Please consult with your PMS manufacturer for the format of their packets being sent to the InnFone. The InnFone is setup to emulate a Mitel system from default.

Input packets

The following is a list of the available definitions for packets which are received from the PMS and samples of predefined packets in the system.

Packet Type	Definition				
Are You There	This is a "heartbeat" packet sent by the PMS verifying the link				
	between the two systems.				
Acknowledgement	Verifies that the PMS received a recognized packet.				
Neg Acknowledgement	Verifies that the PMS received an unrecognized packet.				
Reset	PMS system is requiring a reset of all room information.				
End	Defines the end of a group of information sent by the PMS.				
Check In	The PMS has sent a packet requesting a guest to be checked in.				
Check Out	The PMS has sent a packet requesting a guest to be checked out.				
Enquiry	The PMS is requiring information a particular room.				
Cost Adjustment	A cost for a particular room has been changed in the PMS.				
Room Service	A room service bill has been added by the PMS				
Maid	The current maid status is being updated by the PMS				
Message Waiting	The rooms' message waiting status is being updated by the PMS.				
Toll Restrictions	The rooms current toll restriction is being changed by the PMS.				
Name	The guests name is being updated by a particular room				
Locate	A guest's location is being updated by the PMS.				



InnFone will do

this.

To view packet information	To define a new is sending it. Fo	input packet you must first know what the PMS system is sending and why it or example if you do a checkout on the PMS for room 123 and it sends a					
sent between	packet of "CHK	0 00123" the following can be assumed:					
the systems, look in the Process PMS	1)	On a checkout the PMS will send a packet of CHK0 followed by the room number.					
window	2)	The room number is being expressed in a five-digit format.					
window.	To define this pa	To define this packet in the system you would do the following:					
-	1)	Click on File and then New .					
Note:	2)	Enter the packet format being sent by the PMS, (CHK0 eeeee) using any					
Do not enter		wild cards that are needed. (See table on next page for accepted variables					
Input or Output		for the PMS interface.)					
when defining	3)	Select the type of packet from the Input menu. (Check Out)					
packets. The	4)	Click on File and then Save to save the new packet.					

Output Packets

The following is a list of the available definitions for packets which are sent to the PMS and samples of predefined packets in the system.

PMS INTERFACE

The InnFone system allows for a bi-directional interface with many Property Management Systems. This interface is combined into two parts

- PMS The PMS setup defines the information that is sent between the InnFone and the PMS system. This is usually a two-way type of communication (bi-directional) between the systems. This means that both systems send information that the other is setup to recognize.
- 2) Call Records The call records setup allows the InnFone to send the costed call information to the PMS system in the format that is required.

Defining the PMS Interface Format

The PMS interface format allows the InnFone to assign definitions to different type of information received by or sent to the PMS system. By defining these packets of information the InnFone then becomes a link between the PMS and the KSU. For example, in a system that has been properly setup, (and supports the feature) when a front desk employee checks a guest out from the PMS system it will send the information to the InnFone. Once the InnFone receives the information (packet) it defines the information received and pass that information along to the KSU and the voicemail. This allows for a single point of access for the front desk employees. When setup correctly this function becomes seamless and eliminates the need for having the InnFone at the front desk. This clears up space and clutter.

The following is a sample of the PMS setup screen:

	Property I	Management System (PMS) Setup	×
	File Inpu	t Output Help	
Screen Path:			
Select:	,		
• File→	Input	AREYUTHERE	
● Edit→	Input	CHKO eeeee	
• System→	Input	CHK1 eeeee	
• PMS	Input	MR O eeeee	
Interface \rightarrow	Input	MR 1 eeeee	
	Input	MR ppppeeee	
	Input	NAM1 nnnnnnnnnnnnnnnn eeeee	
	Input	NAM2 nnnnnnnnnnnnnnnn eeeee	
	Input	NAM3 nnnnnnnnnnnnnnnn eeeee	
	Input	NAM4 nnnnnnnnnnnnnnnnn fffff ttttt	
	Input	WKP0000eeee	
	Input	WKPhhmmeeee	
	Outnut	[STS1 rrrrl]	

Figure 17 PMS Setup Screen

There are two types of packet that may be defined. They are Input, coming from the PMS, and Output, going to the PMS.



All variables must be in lower case. Upper case letters define a fixed character.

Note:

Every Telephone system may not supply all of the information listed in their SMDR printout

Field Type	Variables		
Extension – used to define the extension number in the call record.	x (use as many x's as the extension length is. If the extension length is 2 digits use xx etc.)		
Trunk – used to define the trunk number in the call record.	t (use as many t's as the length of the trunk number.)		
Start Time – used to define the starting time	aa = hours		
of the call record.	bb = minutes		
	cc = seconds		
Duration – used to define the duration of the	ee = hours		
call.	ff = minutes		
	gg = seconds		
Date – used to define the date of the call	mm = month		
record.	dd = day		
	yy = year		
Telephone Number – used to define the dialed digits of the call record.	n (use as many n's as the maximum number of digits that the SMDR will print out. The Atlas systems send out 20 digits.)		
Maid ID – used to define a maid id code in the SMDR record.	o (the letter o)(use as many o's as you need to define the maid id code.)		
Ring Duration – used to define the incoming	hh = hours		
ring duration on a call record.	ii = minutes		
	jj = seconds		

After defining the variables in the call record the type of the record must be defined. There are seven different types of definitions for call records. They are:

- 1) Station to Station defines call as a station-to-station call.
- 2) Station to Trunk defines call as an outgoing trunk call
- 3) Trunk to Station defines call as an incoming trunk call
- 4) Station Alarm defines call as an alarm for a particular station
- 5) Trunk Alarm defines call as an alarm for a particular trunk
- 6) Emergency Alarm defines call as an emergency call (911)
- 7) Wake Up defines call as a wake up call.

To define the call records simply click on Type Of from the menu and select the appropriate call type for the current record.

System Parameters

The System parameters fields are only to be changed by Key System US technical support.

Defining Call Records

When an undefined call record shows up in the SMDR Format form it will be displayed exactly as received by the InnFone. To define this as a valid type of call record the information in that call record must be replaced with predefined variables. The following are examples of an undefined call record and then the defined call record.



Figure 15 Undefined SMDR Format



Figure 16 Defined SMDR Format

The following table is a list of all variables that can be used when defining the SMDR format.

Data Bits

✓ Note: XON/XOFF must be enabled under the menu option Enable→ XON/XOFF This field is used to define the data bits required by the connecting device. Your options are four through five. To select a different data bit simply click on the new selection.

XON/XOFF

This field is used to define the characters used when the connecting device requires an XON/XOFF condition. To enter a new value, simply delete the current value and type in what is required by the connecting device.

Communication Port Menu Items

The menu on the communications port form also contains information regarding the communication port setup. The following is a list of options that are selectable from the menu.

File

- a) Exit closes the communication port form
- b) Save saves the current changes in the communication port form.

Enable

- a) XON/XOFF enables the XON/XOFF field in the communication port form.
- b) Is Modem defines the current communication port as a modem.

SMDR FORMAT

The InnFone system allows for the SMDR information to be formatted to match the records being sent out by the telephone system. If the system receives any calls that do not match an already defined format there will be an audio notice and the record will be displayed under the SMDR Format form. The following is an example of an SMDR Format form.

File \rightarrow Edit \rightarrow System \rightarrow SMDR Format \rightarrow 12345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890128456789012845678901284567890128456789012845678901284567890128456789012845678901284567890128456789012845678901284567890128456789012845678901284567890128456789012845678901284567890128456789012845678901284567890128456789012845678901284567890128456789012845678901284567890128456789012845678901284567890128456789012845678901284567890100000000000000000000000000000000000	lect:		1 2	3	4	5	6
Edit > xxx t nnnnnnnnnn mm/dd aa:dd ee:ff:gg System > xxx ### 911 ALERT mm/dd aa:bb SMDR xxx ### ROOM CLEAN mm/dd aa:bb Format > ### WAKE_UP BUSY mm/dd aa:bb xxx ### WAKE_UP CALL mm/dd aa:bb xxx ### WAKE_UP CALL mm/dd aa:bb xxx ### WAKE_UP CALL mm/dd aa:bb xxx INTERCOM> nnn xxx t nnnnnnnnnnnn mm/dd aa:dd ee:ff:gg	File→	12345	567890123456789012345	6789012345	678901234567	390123	456789012345678
System xxx ### 911 ALERT mm/dd aa:bb SMDR xxx ### ROOM CLEAN mm/dd aa:bb Format xxx ### WAKE_UP BUSY mm/dd aa:bb xxx ### WAKE_UP CALL mm/dd aa:bb xxx <intercom> nnn xxx t nnnnnnnnnnn xxx t nnnnnnnnnnnnnnn</intercom>	Edit→	xxx t	: nnnnnnnnnnn		mm/dd	aa:dd	ee:ff:gg
SMDR xxx ### ROOM CLEAN mm/dd aa:bb Format → xxx ### WAKE_UP BUSY mm/dd aa:bb xxx ### WAKE_UP CALL mm/dd aa:bb xxx <intercom> nnn xxx t nnnnnnnnnnnnn xxx t nnnnnnnnnnnnnnn</intercom>	System→	xxx	### 911 ALERT		mm/dd	aa:bb	
ronnat- xxx ### WAKE_UP BUSY mm/dd aa:bb xxx ### WAKE_UP CALL mm/dd aa:bb xxx <intercom> nnn xxx t nnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnnn</intercom>	SMDR	xxx	### ROOM CLEAN		mm/dd	aa:bb	
xxx### WAKE_UP CALLmm/dd aa:bbxxx <intercom>nnnxxxtnnnnnnnnnnnnnxxxtnnnnnnnnnnnnnnnnnnnnnn</intercom>	Format	xxx	### WAKE_UP BUSY		mm/dd	aa:bb	
xxx <intercom>nnnmm/dd aa:bbxxxtnnnnnnnnnnnmm/dd aa:dd ee:ff:gg</intercom>		xxx	### WAKE_UP CALL		mm/dd	aa:bb	
xxx t nnnnnnnnnnn mm/dd aa:dd ee:ff:gg		xxx	<intercom></intercom>	nnn	mm/dd	aa:bb	
		xxx t	5 nnnnnnnnnn		mm/dd	aa:dd	ee:ff:gg
		1					

Figure 14 SMDR Format form

The form is divided into two parts. The first section is the current record to be defined. The lower section is all of the currently defined and undefined records in the system.

Select: File→ Edit→ System→ COMM Ports→ Select CO

that the telephone system will understand and sends the translated information out the SMDI port.

CCR Used to send processed call records to PMS system.

The following screen is an example of the SMDI communication port setup. (All other communication ports have a similar screen, with the only difference being the header on the top of the window.)

Sanaan Dath.	Communication Port	- Station Mess	age Detail Interface (SM	DI) Setup	×
screen Fau:	File Enable	r	IT		750
File→	Access Frione Number	J	XUn 17 XUff 19	write Delay	1/00
Edit→	Communication Ports	Handshaking	Baud Rate	Parity Type	Data Bits
System→	✓ 1 8	CTS	🔲 300 🔲 14,400	✓ None	F 4
COMM	□ 2 □ 9	DSR	🔲 600 🔲 19,200	Even	5
Ports→	T 3 T 10	🗖 DTR	☑ 1,200 🔲 38,400	Db0	F 6
Select COMM		Chan Dite	<u> </u>	🔲 Mark	7
port to setup	□ 5 □ 12	Stop Bits		🗖 Space	▼ 8
	6 1 3	1.5	T 4,800 T 128,000	TX ETX ACK	NAK ENQ
	Γ 7 Γ 14	2.0	9,600	2 3 6	21 5

Figure 13 SMDI Communications Port

Communication Ports

This field is used to select the physical communications port that is used in the computer for sending and receiving data. To change you may simply click on the port number you wish to change it to.

Handshaking

This field is used when the system being attached to the InnFone requires a handshaking method. The three options are:

- CTS Clear to Send. The system holds the clear to send signal high.
- DSR Data Set Ready. The system will hold the DSR signal high.
- DTR Data Terminal Ready. The system will hold the DTR signal high.

Stop Bits

This field is used to define the stop bits required by the connecting device. To change the values simply click on the value required by the connecting device.

Baud Rate

This field is used to select the baud rate at which information will be sent and received. To select a different baud rate simply click on the speed that is required by the connecting device.

Parity Type

This field is used to define the parity required by the connecting device. There are five choices; none, even, odd, mark or space. To select a different parity type simply click on the new selection.

Write Delay

This field allows for a delay to be added before any packet is sent out. The write delay is in milliseconds. To enter a new write delay simply delete the current value and replace it with the value required by the connecting device.

Max Digits

This is the maximum number of digits from the number dialed that will be displayed. This field does not include any digits that are removed in the strip digit table. For example on local calls you only need to display seven digits in most circumstances. If this field is left blank all dialed digits will be displayed.

Setup Time

This is the amount of time you wish to remove from the total duration of the call to allow for dialing. Since most phone systems start call timers as soon as the first digit is dialed on a line. For example if your setup time is ten seconds and a call lasts for one minute the call will only be billed as fifty seconds.

Grace Period

This could be referred to as the minimum time for a call to be valid for billing. This field is applied after the setup time has been removed from the total duration of the call. For example if a call lasts for one minute and the setup time is ten seconds the call has a billable length of fifty seconds. If your grace period is more then fifty seconds the call will not be billed. If your grace period is less then fifty seconds the call will be billed.

Digit Match Menu Items

The menu on the band definition form also contains information regarding the band definition setup. The following is a list of options that are selectable from the menu.

File

- a) New allows you to add a digit match entry.
- b) Save save the current changes. This must be done before selecting a different digit match entry.
- c) Delete delete the current digit match entry.
- d) Exit closes the digit match form

Select

a) Match – allows you to select another digit match.

Туре

- a) Incoming allows you to define an incoming call for records
- b) Outgoing allows you to define an outgoing call for records

SERIAL PORT SETUP

The InnFone allows for the installer to setup the parameters for the serial ports to match what is required by either the telephone system or the PMS system that the InnFone is to work with. Each different port in use can be defined with its own unique parameters. The four types of ports include:

Vote: The SMDI and SMDR port parameters should only be changed if instructed to do so by technical support.

SMDI	Used for sending information to the telephone system.
SMDR	Used for receiving call records and other type of SMDR printouts from the system.
PMS	Used for receiving and sending information to/from the PMS system. The InnFone then interprets this information and translates it into information

match table, best match entries are automatically routed into place preceding the subordinate match.

Wildcards are also programmable in the digit match table. They are used to program a group of numbers in a single string. Wildcards are very powerful and can be extremely useful in minimizing the number of keystrokes when programming. However they can also cause unanticipated and undesirable results when they are not used properly. The wild card digit used in the InnFone is the character "X".

The digit match table illustrated on the previous page has been constructed to provide an understanding of how the digit match table operates and how digit match strings and wildcards interact. The information contained in the digit match table is partially fictitious and to be used for the purpose of illustration only. Some entries have been exaggerated to stress the importance of considering all possibilities before using wildcards. Keep in mind while studying the examples described in this section, the priorities of the digit match entries are as follows; first priority is "specific digit", second priority is "X"

Examples

Digit Match Entry	Description of Consequence
0 VS	If the number dialed is 0(561) 555-1212 it will match all three entries when the first digit is processed through the
01 VS	table once the second digit is processed only the entry of "0" will match and the call will be processed according to that
011	match.
	If the number dialed was 011-9876543 the best match for the call would be "011" rather then "0"
1 VS	If the number dialed is 1(561) 555-1212 both the entries of 1 and 1XXX5551212 would match the first digit, however, the
1XXX5551212	best match for the call would be the 1XXX5551212.
1 VS	If the number dialed is 1(800) 123-4567 the system will match to all three entries on the initial digit. Once the second
1800 VS	digit is compared only 1800,1877 and 1888 will match. Following this pattern only 1800 would match the called
1877 VS	number.
1888	

Description

This field allows for a description of the digits dialed for later reference.

Band Assignment

Vote: If you wish to set a flat rate for calls simply assign the digit match to a band with no call costing and apply a

This field allows you to select the band assignment to be associated with the digit match entry. To select the band to assign to the specific entry double click on that band. The InnFone will then highlight that selection.

By entering a value in this field the InnFone will apply a surcharge to the call. For example if a digit match has a surcharge of \$.25, \$.25 will be added to the total cost of the call. This field does not very by time it is a fixed amount.

surcharge.

Select

a) Band – allows you to select another band definition.

Type of Call

- a) Long Distance tells the PMS system this is a long distance call
- b) Foreign tells the PMS system this is a foreign call
- c) Local tells the PMS system this is a local call.

Digit Match Table

The digit match table is the key to the InnFone's flexibility when it comes to call costing. This table consists of up to 9999 entries that can be compared to the number dialed to find a match for costing the call. The table also supports a wild card entry of "X" to represent any digit. The following is an example of a digit match form:

Screen Path: **Digit Matching** × Select: File Select Type File→ Edit→ **Digit Dialed Table** Digits Dialed Description Call Costing \rightarrow 0 1800 01 Digit Match Band Assignment 011 001 long distance 1800 002 Information 1877 Note: Toll Free 1888 004 l ocal To select a 1976 005 900/976 100055551212 different digit 006 National Information 1000976 match entry, 007 International 100097600000 simply double 2 click the one to 3 program. 4 411 SurCharge \$ 0.25 Max Digits 11 567 10 Setup Time Sec. Grace Period 10 Sec. 18



If the entry list is not very long there will be no scroll bars on the right hand side of the list.

Figure 12 Digit Match Table

Digit Dialed Table

This list shows all of the currently defined digit match entries in the system. You can scroll through the list by using the up and down arrow on the right hand side of the list. To select an entry simply double click the entry to modify. The InnFone automatically sorts this list in order.

Digits Dialed

This field represents the actual digits to be matched to the call record. The digit match table is used to determine the rate of a call or the cost of a call. Each entry contains a series of digits identifying various call types. These digits are compared to the digits dialed by the user. Once a match is encountered in the digit match table, the software refers to the band definition associated with the digit match entry to determine the rate of the call. Each entry can use a different band definition with different rate information to accommodate various applications.

The digits are stored in the digit match table, best match first, for example "976" is the best match for a "976" call opposed to just the digit "9". When editing or adding to the digit

Screen Path

Select:

- File →
- Edit→
- Call Costing \rightarrow
- Band Definition



To select a different band entry, simply double click the one you want to program.

Band	Infor	nation				_ [
File Band	Select Desc	Type cription	of Call				
7	Interr	national			т	ax Tabl	les
001		Number	of Sec Ra	te Per Mi	nuite City	6	
002	First	60	Charge \$	3.00	County	6	
004	Next	0	Charge \$	2.50	State	1	
005	Next	0	Charge \$	0.00	Federal	1	
007	Next	0	Charge \$	0.00	Additional	0	

Figure 11 Band Definitions

Band

This is the actual band number being used. This number can be between 1 and 9999. The InnFone will automatically sort the band numbers in order once a new band is saved. If a duplicate band is entered the system will not allow it to be saved.

Description

This field allows for a description of the band being programmed. This allows for easy recognition of the band when setting up the digit match table.



If there is no entry in the second "Next" field the system will default to 60 seconds.

Number of Sec

This field allows for different rates for different time periods of the call. The "First" field will be the first part of the call in seconds. In the example above there is an entry of 60 indicating one minute. This entry can be up to 9999 seconds. The next fields will be added onto the first field. If there is no entry in the next "Next" field the system will continue to use the current "Next" field. These fields can also be up to 9999 seconds.

Rate per Minute

The actual charge per minute is defined here. This charge is determined by minute. For example if you had a duration of 30 seconds and a charge of \$1.00 in the "First" field the first 30 seconds would only be charged \$.50 and then the system would look at the first "Next" field.

Tax Tables

The tax tables are used to add tax onto the total cost of a call. Each tax entry is entered in a percent format. Each tax is calculated on the total cost of the call before tax and then added onto that total. The City, County, State, Federal and additional are displayed merely as a guide to what taxes the property owner may want set up.

Band Definition Menu Items

The menu on the band definition form also contains information regarding the band definition setup. The following is a list of options that are selectable from the menu.

File

- a) New allows you to add a band definition entry.
- b) Save save the current changes. This must be done before selecting a different band definition entry.
- c) Delete delete the current band definition entry.
- d) Exit closes the band definition form

Screen Path:

Select:

- File→
- Edit→
- Call Costing →
- Strip Digits

To select a different strip digit entry, simply double click the one you want to program.



Figure 10 Strip Digit Table

Digits

The digits field defines the actual digits to be removed from the number dialed. You can use "X" as a wild card to represent any number. Use the letter "X" in place of any digit that is to be removed. The above example would remove the first seven digits from any number starting with "1010".

Description of

This field allows you to assign a description of the strip digit information for future reference.

Strip Digit Menu Items

The menu on the strip digit form also contains information regarding the strip digit setup. The following is a list of options that are selectable from the menu.

File

- a) New allows you to add a strip digit entry.
- b) Save save the current changes. This must be done before selecting a different strip digit entry.
- c) Delete delete the current strip digit entry.
- d) Exit closes the strip digit form.

Band Definitions

The band definition form is used to define the actual rate to be applied to the call. The programmable band table can contain up to 9,999 entries, allowing for extreme flexibility for call costing. Several options are available to determine the actual cost of the call. Each of these options can be programmed to suit various applications. The following is a sample of a band definition form:

Other

Under the other selection there will be additional options that may be defined for the current room. These options are defined under the Room Other setup screen.

ROOM OTHER

The InnFone allows the property to define additional information for room descriptions, Ie. Kitchenette, ocean view, pool view etc...

The following is an example of the Room Other screen.

Screen Path:

Select:

- File→
- Edit→
- System→
- Room Other

H				
			_	
	┝	 		
	h	 	_	
	H	 	_	
	⊢	 	_	

Figure 9 Room Other Screen

To add additional options to the room setup simply enter a description into on of the blank fields on the Other screen and then save the changes. These options will now be available when defining rooms in the setup and when using the reservation system or smart search.

CALL COSTING SETUP

There are three parts associated with setting up the call costing. These are the strip digit table, band definition and digit match table. In order for the call accounting to function correctly all three items should be setup.

Strip Digit Table

The strip digit table is used to remove dialed digits off of the beginning of the dialed number field. For example if a guest dialed "1010xxx" followed by a telephone number the InnFone system could be set up to remove the "1010xxx" from the number and the cost the call as a normal outgoing call. The following is sample of a Strip Digit Table:

11) The nightly rate is used to charge the room rate as part of the bill.

Room Menu Items

The menu on the room form also contains information regarding the room setup. The following is a list of options that are selectable from the menu.

File

- a) New allows you to add a new room
- b) Save save the current changes. This must be done before selecting a different room.
- c) Delete delete the current room.
- d) Exit closes the room form.
- e) Duplicate make duplicate copies of the current room with different room numbers

Room

Under the Room selection you will see the following options:

- a) Select used to select a different room.
- b) Reserved used to reserve a room.
- c) Type used to select the room type, either Standard, Handicap or Admin.
- d) Bed Size used to select the size of bed in the room. This feature is used as part of the reservation system.
- e) Bed Type used to select the type of bed in a room. This feature is used a part of the reservation system.
- f) Additional used to define additional items that may be available in the room such as a crib, rollaway bed or a sofa bed.

Toll Restriction

Under the Toll Restriction selection you will see the following options. These options are set when a guest is checked in. (These are the default options there may be more added under the Toll restriction setup.)

- a) All Calls the room is not restricted to from making any type of call.
- b) Local the room is restricted to making local calls only.
- c) Internal the room is restricted to making intercom calls only.
- d) O+ the room is restricted to making O+ and local calls only.

Billing

Under the billing selection you will see the following options. These are used to determine if the current room is billed for the different selections when a call is made.

- a) Surcharge determines whether the surcharge from the call will be billed to this room.
- b) First Minute determines whether the first minute charge from the call will be billed to this room.
- c) Additional Minutes determines whether the additional minute charge from the call will be billed to this room.

ROOM SETUP

The Room Setup form is used to set up the room information for the property. This includes such fields as extension numbers, number of beds, type of room, phone usage and billing options along with other possible selections. The room setup in this form will be what is displayed on the main screen of the InnFone. The following is a sample of the Room form.

Screen Path:

Select:

- File→
- Edit→
- Rooms

To select a different room, simply double click the room you want to program.

File Hoo	om Toll Res	triction Bill	ing Other			
Room(s)	Room #	100	# of Beds	2	Cedit Limit \$	0
101	Description	ROOM 10	0			
102 103	Extension	100				
104		Name			Affiliation	Location
105 106	Guest 1	JOHN DO	E	JO	IHN DOE INC.	
107	Guest 2					
108	Guest 3					
110	Guest 4					
112	Wake Up	07:00 AM	Total Ch	ig. \$	0	
113	Nightly Rate	65.00	 Check	- In		

Figure 8 Room Form

- 1) The room number field is the actual room number to be displayed on the main InnFone screen.
- 2) The number of beds field is used for the reservation system to define how many beds are in the room.
- 3) The credit limit field is used to enforce a credit limit on a room. This field is automatically updated when a room is checked in.
- 4) The description field is used to give a description to the room.
- 5) The extension field is used to define the extension(s) in a room. If you wish to enter multiple extension separate them with a "" (space). For example if a room had an extension of 100 and a data port extension of 120 you would enter "100 120". Any extensions entered in this will be included in the billing for this room.
 - The guest field is used to display the guests name who is currently occupying the room. This field is automatically updated when a room is checked in.
 - The Affiliation field is used to assign an affiliation to a guest. This is also referred to as company on some systems. This field is updated on check in and is not required.
- 8) The wake up field displays the time for any current wake up call for the room. This field is automatically updated when a room is checked in.
- 9) The total charge field is used to display the total current charges for the room. This field cannot be edited.
- 10) The check in field is used to display the date that the current guest was checked in. This field is automatically updated when a room is checked in.

Note:

If you have multiple extensions per room there is no need to create a different room for each extension.

6)

7)



Administration

This section will assist the installer with setting up the system for use. Included in this will be setting up the rate and digit match tables, setting up rooms, setting up strip digit tables, hotel information, serial ports and system parameters.

HOTEL INFORMATION

The Hotel Information form contains information about the property the system is installed at. This information will be displayed as a header for any report the system prints out. The following is the screen you will see while editing the Hotel Information.

Screen Path:

Select:

- File→
- Edit→
- Hotel Information

Hotel Inf	ormatior	1			×			
File								
Name	ABC Motor Lodge 1234 Main St							
Address 1								
Address 2 Anytown, Fl								
Address 3	www.abcmotorlodge.inn							
Zip Code	54321	i4321 Phone Number 407-555-1212						
	F	Room F	late Tax(s)		1			
City	6.5	~	County	0	%			
State	6	%	Federal	0	%			
Sutchatore	0		Additional	0	%			

Figure 7 Hotel Information

- 1) The Name field is for the name of the property
- 2) The Address fields are for the address of the property or any other information you may want displayed as a header for the reports.
- 3) The Zip Code field is for the zip code of the property.
- 4) The Phone Number field is for the telephone number of the property.
- 5) The Room Rate Tax(s) field allows the property owner to apply up to five different tax rates on a room when they are utilizing the room rate feature. (This is enabled while setting up the room. See next page.)

After entering the information click on File and then Save to save your changes.







Wiring Diagram

Figure 6 SMDRU to InnFone



Figure 4 InnFone PC to SMDR-E Connections

INSTALLING WITH KDX-500

Installing the InnFone on a KDX-500 system requires no special software in the KSU, as the standard software will support the InnFone functionality. The only hardware required would be an SMDRU card. (Please refer to the KDX-500 installation manual on information for installing the SMDRU card.)

To enable the COM ports on the SMDRU card for normal operation you should have DIP switches 5,6 and 7 in the on position. (If they are off the COM ports will function in test mode only.)

Attaching InnFone to SMDRU

The InnFone attaches to the SMDRU using two serial connections. These cables are supplied with the InnFone and are labeled with their respective connections.

The cable kit that is provided with the Innfone will include two 6 conductor mudular cords two DB-9 to modular adapters and two serial to USB adapters. To connect the InnFone to the SMDRU connect one of the modular cords (supplied) to the RJ jack labeled J2 on the KDX-MDF (right hand side of the main cabinet) and connect the other end of the modular cord to the DB-9 to USB connector labeled Com 2. Plug this connector into one of the USB connectors on back of the InnFone PC. Plug the remaining modular cord (supplied) into the RJ jack labeled J4 on the KDX-MDF and connect the other end to the DB-9 to USB connector labeled Com 1. Plug this connector into the remaining USB connector on back of the InnFone PC.

Note:

When using a long cable run with two RJ type jacks at either end, one side should be reversed when using standard reversed modular cords at both ends. (Such as the ones Key System US supplies.)









Figure 3 Serial to USB Adapter

INSTALLING WITH KSX-32/128

When installing the InnFone on either a KSX-32 or KSX-128 there are a couple of items that need to be checked before proceeding.

- 1) The system must already have an SMDR-E unit installed (please refer to KSU manual on directions on installing the SMDR-E)
- 2) The SMDR-E dipswitches should be set for the InnFone. (Switches 1, 3, 4 and 5 should be on. All others should be off.)
- 3) The system must have InnFone version software installed. (This can be determined by pressing the "PROG" key on an idle display phone. The word "InnFone should be displayed on the screen before the software version) If the InnFone and KSU were purchased together the KSU should have InnFone software installed.



If using version 403 software you do not need InnFone software. You must turn on dipswitch 8 inside the KSU for InnFone functionality.

Note: When using a long cable run with two RJ type jacks at either end, one side should be reversed when using standard reversed modular cords at both ends. (Such as the ones Key System US supplies.)

Attaching InnFone to SMDR-E

The InnFone attaches to the SMDR-E using two serial connections. These cables are supplied with the InnFone and are labeled with their respective connections.

The cable kit that is provided with the Innfone will include two 6 conductor mudular cords, two DB-9 to modular adapters and two serial to USB adapters. To connect the InnFone to the SMDR-E connect one of the modular cords (supplied) to the RJ jack labeled Com 2 on the SMDR-E and connect the other end of the mudular cord to the DB-9 to USB connector labeled Com 1 (supplied). Plug this connector into the back of the InnFone PC to one of the USB connectors. Plug the remaining modular cord (supplied) into the RJ jack labeled Com 1 on the SMDR-E and connect the other end to the DB-9 to USB connector labeled Com 2 (supplied). Plug this connector into the back of the InnFone PC to the remaining USB connector.

SETTING UP THE INNFONE



Do not turn on pc until instructed to do so.



If you did not purchase a monitor from Key System US you must supply a monitor that will support 800x600 resolution After unpacking the system and checking for damage, you will begin assembling it. Start by placing the PC on a sturdy table. Place the monitor next to the PC and the keyboard in front of the PC. Plug the PC's power cord into the back of the PC, and then into a 110 volt AC grounded electrical socket. (We recommend using a UPS system to protect from power outages, brown outs and surges.) (See figure 2-1 for diagram)

Plug the monitor's (not supplied) video connector into the back of the PC and the plug the monitor's power cable into a 110 volt AC electrical socket. The monitor connector on the PC is the DB-15 connector consisting of 3 rows with 5 pins in each row. (See figure 2-1 for diagram)

Plug the keyboard into the keyboard connector on back of the PC. This is a PS-2 connector (round plug with 6 pin holes and a guide hole) labeled with a keyboard icon. (See figure 2-1 for diagram)

Plug the mouse into the mouse connector on back of the PC. This is a PS-2 connector (round plug with 6 pin holes and a guide hole) labeled with a mouse icon. (See figure 2-1 for diagram)

Attach the Sentinel software key supplied with the system to the printer port. This is a DB-25 female connector labeled with a printer icon. (See figure 2-1 for diagram)

Plug the stereo plug coming from the speakers into the speaker plug on the back of the PC. (See figure 2-1 for diagram)

Push the power button on front of the PC to turn the system on.

As the system starts loading you should notice activity on the screen. This includes the Windows boot screen.

The InnFone software will start up automatically with windows. When the system starts up you will see the following screen.

PC CONNECTIONS

The following diagram displays the connections that are on the back of the InnFone PC.

6 Parallel port Connector				13				D AC Power Receptacle
4 Line / Phone		-	ŕ.					
1 LAN	N					-		
5 USB Connector	8 *			8			SA	
1 PS/2 Mouse Connector		0	20000	0 0)0		19	
PS/2 Keyboard Connector	0		• •	• •	••		* * *	
			(3)	GA Connector				2 Speaker Jack



Description & Installation

The InnFone is a PC based call accounting system designed to work with the telephone system to provide call accounting capabilities. The system also allows for a PMS interface that will bridge the telephone system and the property management system. This bridge allows for the systems to communicate together via the InnFone.

The standard InnFone consists of a Windows[©] based PC, keyboard, mouse and multimedia speakers.

UNPACKING THE INNFONE

When you receive the system you should unpack it and inspect it for damage caused by shipping. If any damage is found please report it to Key System US immediately so that a claim can be filled with the carrier on your behalf.

The basic system will consist of one box containing the InnFone PC, and the accessory kit (this includes speakers, mouse, power cord, integration connector and driver disks, manuals and user guides and sentinel software key).

If you are missing anything from your order please call Technical Support.

Digit Match Technology

Unlike several small stand alone call costing systems the InnFone uses what is known as a digit match table. This means that the system will never become outdated by new dialing plans whether local, national or worldwide.

PMS Interface

With the PMS interface the InnFone is able to communicate with virtually any PMS system on the market with a serial type interface. This interface is done in a seamless manner that allows for the hotel/motel owner to check in a guest either from the PMS, InnFone or the Operators console and have all three updated. This eliminates the need to check in/out a guest from several devices.

ABOUT THIS MANUAL

This manual presents information needed to install, program and maintain the InnFone call accounting system. It is divided into the following chapters:

1. Introduction:

Introduces the InnFone and a list of features.

2. Description and Installation

Provides a functional description and installation procedures

- **3.** Administration Provides the installer and hotel/motel owner with detailed programming and setup
- 4. User Operating Instructions
 - Provides the main users with instructions on day-to-day use.
- 5. FAQ's and Troubleshooting

Provides answers to frequently asked questions and troubleshooting tips and answers.

Introduction

WHAT IS THE INNFONE?

The InnFone is a PC based call accounting system designed to work together with the Atlas WAV voice mail or as a stand-alone unit. This means that the InnFone can run on the same PC as the Atlas WAV without interfering with the WAV. This configuration also allows the InnFone and the WAV to share information between them such as guest name, call restriction level, wake up time and many other features to allow the property owner to make their guests stay as convenient as possible.

FEATURES AND SERVICES

The InnFone is a feature rich call accounting system designed to meet the needs of many Hotel/Motel applications. This system can be designed and installed as either a stand-alone system to control all of a hotel owners needs for billing calls, or be connected with a property management system (PMS) to allow the owner to do complete costing on a room-by-room basis.

Check In/Out

The Check In feature allows the front desk personnel to check in a room with a predefined credit limit, or no credit limit, assign a wake-up time, or not, and allow for different levels of toll restriction for that guest. Once the check in is completed the system will update the phone system with the new information and also the PMS system if applicable.

On a check out the system allows for a printed report of all room activity, this includes any room charges that have been defined in the system and all billable calls made by any extension assigned to that particular room. The checkout will also set the toll restriction on the room to internal calls only and set the room status to dirty.

Wake-Up

The wake-up feature allows the front desk to set a time for the guest to receive a wakeup call. This call can be initiated by the Atlas Wav, if installed, or by the phone system.

Reservations

The system allows for reservation to be set by the front desk. This includes room type, number of beds, date of stay and how many days along with a couple of other options. The reservation feature also allows the ability to check for availability during a specific date(s) for a specific type of room.

Reports

The InnFone allows for several different type of reports that can be ran at any time to receive the necessary information the hotel/motel owner may need.

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Installing The InnFone Stand Alone System