iCharge installer setup guide

FOR MIVOICE OFFICE 400



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iCharge installer 50.3.2.0 setup guide for MiVoice Office 400 OS images and references in this document are based on Windows Embedded Standard September 1, 2017

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Before you begin

Before proceeeding with the iCharge software installation, please verify the following:

- You have completed updating your CPU2-S as outlined in the **MiVO 400 hospitality "utility"** packages document.
- You have received the low-profile USB storage device containing the iCharge installer files, and have connected it to an available USB port on the CPU2-S.
- Installed TeamViewer (used by Connected Guest technicians for installation assistance and technical support)
- Set the OS of the CPU2-S to auto-login (use the **netplwiz** command)

If you have satisfied these items, you can proceed with the iCharge software installation.

Installing Microsoft .NET

Browse to the USB storage device containing the iCharge installer files, and run the file called **Microsoft** .NET Framework 4.5.2.exe

The .NET installation program will begin to extact files.

Extracting files		X
Preparing: C:\c45d6de67c83f8d7976e61080f\x64-Windows8.1-KB2934520-x64.msu		
	Cancel	

Check the acceptance box, then click **Install** to continue.

rosoft .NET Framework 4.5.2		_ 🗆 🗙
Framework 4.5.2 Setup Please accept the license terms to co	ntinue.	Microsoft .NET
MICROSOFT SOFTWARE SUP	PLEMENTAL LICENSE TERMS	•
.NET FRAMEWORK AND ASS MICROSOFT WINDOWS OPEF	OCIATED LANGUAGE PACKS FOR RATING SYSTEM	
Microsoft Corporation (or based on where you live, one of its affiliates) licenses this supplement to you. If you are licensed to use Microsoft Windows operating system software (the "software"), you may use this supplement. You may not use it if you do not have a		
 I have read and accept the licens Download size estimate: 	0 MB	-
Download time estimates:	Dial-Up: 0 minutes Broadband: 0 minutes	
	Install	ancel

Installation will take a few minutes.

Some Microsoft .NET Framework 4.5.2	
Installation Progress Please wait while the .NET Framework is being installed.	Microsoft .NET
File security verification:	
All files were verified successfully.	
Installation progress:	<u></u>
Installing .NET Framework 4.5.2	
	Cancel

Click **Finish** when complete.



Installing iCharge

Browse to the USB storage device containing the iCharge installer files and run the file called **ConnectedGuests_Apps_50.3.2.0.exe**



Click **Next** to continue.

Connected Guests Apps	
CONNECTED GUESTS	Welcome to the Connected Guests Apps Install Wizard This Wizard will install Connected Guests Apps on your computer.
	To continue, click Next.
	< Back Next > Cancel

c: [cpu2] is where the software will be installed. Click **Next** to continue.

📶 Connected Guests Apps	
Destination Drive Select the drive where setup will install files.	
Please select the drive which Connected Guests Apps will be installed to:	
TigerTMS < Back Next >	Cancel

You don't need to choose anything on this screen. Click **Next** to continue.



Choose iCharge Cub. Click Next to continue.

📶 Connected Guests Apps	- I ×
iCharge Confguration Select Pro/Cub or iLink	
Please select which product this installation is licensed for:	
TigerTMS < Back Next >	Cancel

Check the box **Backup to a second drive.** Click the drop-down box and select **d**: then click **Next**

Connected Guests Apps	<u> </u>
Backup Configuration Select an additional backup location	
Automatic backups will be scheduled nightly to the c:\drive. Do you want to backup to another drive as well? Backup to a second drive I d:	
Note: The selected drive should either be a hard drive or an internal USB memo	ry stick.
TigerTMS < Back Next >	Cancel

Click **Install** to run the installer.

Connected Guests Apps	
	Completing the Wizard for Connected Guests Apps
CONNECTED GUESTS	The Install Wizard is now ready to configure Connected Guests Apps on this computer.
	- Click Install to begin configuration - Click Back to change settings - Click Cancel to exit
	< Back Install > Cancel

The installer begins to run. This may take a few minutes.

🕧 Connected Guests Apps			
Installing C The progra			
12	Please wait while the Install Wizard installs Connected Guests Apps. This may take several minutes.		
	Status: Preparing Connected Guests Apps		
]	
TigerTMS			
	< Back Next >	Cancel	

Tiger 2020 Database Upgrade Program - Version 50.3.38.0 - Server [localhost]					
a	This program ensures that all the database files and system data are up-to-date with the current release of Tiger 2020				
	From Start Date 8/23/2017				
	Click the Start button to continue with the upgrade Start Close				
Log file	e - C:\tig2020\LogFiles\upgrade.LOG Checking extnfact				
Check Creat	ting vatcodes				
Chec) Creat	Checking voids Created the voids table in database tigersys.				
Chec) Creat	Checking roomrates Created the roomrates table in database tigersys.				
Chec) Creat	Checking paymentmethods Created the paymentmethods table in database tigersys.				
Chec) Creat	Checking extnfact Created the extnfact table in database tigersys.				
Check	Checking txchrgs				

At this screen, choose the Country, Location, Area Code & Time Zone of your installation.

۵	efault Locati	on	×
	A default cou	intry location must be specified for the upgrade process to complete	
	Country:	United Kingdom	
	Location:		
	<u>A</u> rea Code:		
	<u>T</u> ime Zone	(GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London	
		OK Cancel	

Click **OK** to continue *Example*

Default Loca	ation 🔀	
A default country location must be specified for the upgrade process to complete		
Country:	United States	
Location:	Madison, WI	
<u>A</u> rea Code	608	
<u>I</u> ime Zone	(GMT-06:00) Central Time (US & Canada)	
	OK Cancel	

Tiger 2020 License N	lanager 🔀	1
Machine ID:	8D0DED85	
License Key:		
License Param Key:		
License Info:		
Invalid Licens	e.	
	Validate License	

You cannot proceed further without a License based on the systems Machine ID. Contact Connected Guests Technical Support at **800-424-6757**, **option 1** and provide the Connected Guests technician with the following information:

- Hotel name and location, including main telephone number
- Number of guest rooms
- Your email address

Once the licence has been generated, Connected Guests Technical Support will email the systems licence to you.

Once you have received the licence, copy and paste the licence strings into the appropriate fields. Click **Validate License** to continue.

Example

T	iger 2020 License M	1anager	×
	Machine ID:	8D0DED85	
	License Key:	373B86DC819217CA	1
	License Param Key:	UMh0a7GPWMwDBJVS0+6xjMwHmvgQI+i082EPvb4Pr3k=	L
	License Info:		
	Invalid Licens	;e.	
		Validate License	

Example

Tiger 2020 License I	1anager		×
Machine ID:	8D0DED85		
License Key:	373B86DC819217CA	4	
License Param Key:	UMh0a7GPWMwDB	JVS0+6xjMwHmvgQI+i082EPvb4Pr3k=	-
License Info:			
Hospitality In Licensed Room Licensed Swite Licensed Inter Licensed Web U Licensed Voice HotelMGR Enab	nterface Suite Count ch Count fface Jser Count a Line Count Led	- Enabled - 150 - 1 - 10 - 5 - 4 - No	
	Validate Lic	sense	

Click in the windows upper right corner to continue.

Before proceeding further with the iCharge configuration, browse to the USB storage device containing the iCharge installer files. Open the folder called **TigMySQL_50.3**. Highlight all folders/files contained in this directory, right-click and choose **Copy**. Then paste these folders directly into the **tig2020** directory, merging those folders and overwriting the files that are there:





You may now continue with the iCharge configuration.

Stay on the Data Collection tab, and click Add

Tiger 2020 Interface Config	_ 🗆 :
Data Collection Hospitality Interfaces	1
Add new or edit existing switches.	
	Add
	Edit
	Remove
1	
Apply Changes	Close

Add a Node ID and Node Name. Click **Next**

Example

Add Node
Please enter the Node ID and Node Name for this PABX. The Node ID should be a unique identifier for this PABX. The Node Name should be a recognisable name that will be displayed in the Data Collection Monitor.A default has been entered for you, but you may need to specify a value that is specific to the PABX network.
Node ID: 1 Node Name: MiVoice 400 SMDR
Cancel < Back Next >

Click on the down arrow and find MiVoice Office 400.

Connected Guests Apps				
Installing Connected Add Node				
The progra	am features	Please select the type of PABX you are connecting to from the list of available PABXs /output formate. A description will be shown below to assist you in selecting the		
12	Please wi This may	correct PABX/output fo	rmat.	, uic
		NUTE: There may be si	everal output formats for each РАВА.	
	Status:	PABX Type:		•
	iCharge:		Kiwi Syslog Daemon LiteScape	-
TigerTMS		Description	LiteScape LiteScape LiteScape Lucky Goldstar GDK Lucky Goldstar GDK REMARK Lucky Goldstar GDK REMARK Lucky Goldstar LDK Matracom 6500 Meridian Option 11 Meridian R18 Microsoft Lync Server Mitel MiVB (no pulses)	
		Cancel	Miler Mile (with puses) Miler Office 400	
			Monarch (Enhanced) Monarch (Enhanced) Monarch (Simple format) MX One MX One MX One MX One V5 NEC 600 NEC NEAX 2400 (KA/KE Records) NEC NEAX 2400 with Incoming CLI (KA/KE Records) NEC Phillips SV7000 IMX NEC Sopho NEC Sopho 740 NEC Sopho iS3000	

Click Next

Add Node
Please select the type of PABX you are connecting to from the list of available PABXs/output formats. A description will be shown below to assist you in selecting the correct PABX/output format. NOTE: There may be several output formats for each PABX. PABX Type: MVoice Office 400
Cancel < Back Next >

Click Next

Add Node
What connection type should the data collection module use to connect to the PABX?
C. Carial Connection
C Senar Connection
IP Connection
Cancel < Back Next >

Add Node
Please select wheather the data collection module will be acting as a client or server. If the module will be acting as a Client, please specify the IP Address and Port Number
we should connect to. If the module will be acting as a Server, please specify the Port Number we should listen for connections on.
Client/Server: Client
IP Address:
Cancel < Back Next >

Click the down arrow and change to **Server**. Enter the IP Port Number as **1080**. Click **Next**

Add Node	
Please select wheather the data collection module will be If the module will be acting as a Client, please specify the we should connect to. If the module will be acting as a S Number we should listen for connections on.	e acting as a client or server. e IP Address and Port Number erver, please specify the Port
Client/Server: Server	T
IP Address:	
IP Port Number: 1080	
Cancel	< Back Next >

Review your work. To change a setting, click Back. If all is correct, click Finish

Add Node
Configuration for this node is complete. Please review the configuration information below and ensure it is correct. If you are happy with the configuration, please click Finish. If you wish to change anything, use the back button.
Configuration Details
Node ID : 1 Node Name : MiVoice 400 SMDR PBX Configuration : C:\tig2020\Network\SwitchConf\A400.conf Connection Type : IP Client/Server : Server IP Address : Port Number : 1080
Cancel < Back Finish

The PBX Node for collecting SMDR records from the MiVO 400 has now been added.

Add new or edit existing switches.	Add
	Edit
	Remove

🙀 Tiger 2020 Interface Config	_ 🗆 🗙		
Data Collection Hospitality Interfaces			
Add new or edit existing interfaces.			
	Add		
	Edit		
	Remove		
🔽 Run T2SSM at Startup			
🔲 Run Crond at Startup			
🔽 Run Crond Server at Startup			
Apply Changes	Close		

Next, select the Hospitality Interface tab. Click Add

Select Property Management Systems. Click Next

Add Int	erface
Please	e select the type of interface from the list below.
	C Fullow
	C Internet Services
	Property Management Systems
	C PABX
	C Television/Pay-Per-View Systems
	C Voicemail Systems
	C Directory/Console Systems
Car	cel <back next=""></back>

Click on the down arrow and find Hobic (Call Posting)



Click Next

Add Interface
Please select the interface from the list provided.
Interface: Hobic (Call Posting) Description No description available.
Cancel < Back Next >

Click Next

Add Interface
Please enter a unique Instance ID and Name for this interface. These have been defaulted for you to standard values. These MUST be changed if you are running multiple copies of this interface.
Instance ID: 1000 Interface Name: Hobic (Call Posting)
Cancel < Back Next >

Click Next

Add Interface		
Which connection type should the interface use?		
C Serial Connection	_	
IP Connection		
Cancel	< Back Next >	

Enter the IP address and port number that's assigned to the iPocket¹ your going to use for this interface. *Example*

Add Interface	2		
If the module will be acting as a Client, please specify the IP Address and Port Number we should connect to. If the module will be acting as a Server, please specify the Port Number we should listen for connections on. If the interface will be acting as a Client, please specify the IP Address and Port Number			
We should connect to. If the interface will be acting as a Server, please specify the Port Number we should listen for connections on.			
	Client/Server: Client	•	
	IP Address: 192.168.1.6		
	IP Port Number: 33555		
Per	sistent Connection: 🔽		
Cancel		< Back Next >	

Click Next

¹ iPockets are used if the PMS only supports RS-232 serial communications. If a PMS does support a direct IP connection, an iPocket may not be needed.

Review your work. To change a setting, click **Back**. If all is correct, click **Finish** *Example*

Add Interface
Configuration for this interface is complete. Please review the configuration information below and ensure it is correct. If you are happy with the configuration, please click Finish. If you wish to change anything, use the back button.
Configuration Details
Run Instance : 1000 Interface Name : Hobic (Call Posting) Configuration File : C:\tig2020\Scripts\PMS\pms_Hobic_CR.ini Connection Type : IP Client/Server : Client IP Address : 192.168.1.6 Port Number : 33555 Persistent Connection : True
Cancel < Back Finish

The interface for sending priced call records to the PMS now been added. Click Apply Changes

Tiger 2020 Interface Config	_ 🗆 X
Data Collection Hospitality Interfaces	
Add new or edit existing interfaces.	
Hobic (Call Po	Add
	Edit
	Remove
Run T2SSM at Startup	
🔲 Run Crond at Startup	
Run Crond Server at Startup	
Apply Changes	Close

Click **Close** to continue to the next step

🙀 Tiger 2020 Interface Config	<u>_ </u>
Data Collection Hospitality Interfaces	
Add new or edit existing interfaces.	
🔄 Hobic (Call Po	Add
	Edit
	Remove
🔽 Run T2SSM at Startup	
🔲 Run Crond at Startup	
Run Crond Server at Startup	
Apply Changes	Close

Using the Carrier Setup Wizard

This next step will install the carrier pricing structure for <u>USA installations only</u>. If your installation is in a different country (i.e. Canada), please contact Connected Guests Technical Support at **800-424-6757**, **option 1** to receive the correct carrier for your country.

Click Next



Click Next



Click Browse



Select the USA folder, and click Open

🛕 Select Car	rrier Information File		×
Look in:	Carriers	🔽 🎯 🤌 📂 🛄	
Name	^	Date modified	^
Loc Files		8/18/2017 6:04 PM	N
UAE	AE 8/18/2017 6:04 PM		N
UK		8/18/2017 6:04 PM	N
USA		8/18/2017 6:04 PM	N
international-PTT_(Standard).inf 11/1/2010 5:32 PM		v v	
<			>
File name:		Оре	en
Files of type:	Carrier Information Files	~ Can	cel
	Open as read-only		

Select AT&T_USA_(Business).inf and click Open

🛕 Select Car	rier Information File		×
Look in: 🚺	USA	- 🧿 💋 🖻	•
Name 🔺		→ Date modified →	- Type
AT&T_US	A_(Business).inf	6/17/2014 8:55 AM	1 Setup Inforn
Generic_(Guest_USA_(Guest).inf	6/17/2014 8:54 AM	1 Setup Inform
USA_Gue	st.inf	9/13/2016 4:02 PM	Setup Inform
4			Þ
File name:	AT&T_USA_(Business).inf		Open
Files of type:	Carrier Information Files	•	Cancel
	Open as read-only		

This will install the carrier for staff/administrative extensions. Click Next

A Tiger Carrier Setup	<u>-0×</u>
Select the file containing the carrier you wish to in or update, then click the Next button to proceed.	nstall
C:\tig2020\Carriers\USA\AT&T_USA_(Business	s).inf /se
< Back Next > Ca	ancel

Click Install

A Tiger Carrier Setup	<u>_</u> D×
The following carrier ha	as been found.
Carrier:	AT <u>T</u> USA
Country:	United States
Pricing Structure:	Business
This carrier does not e Install will install the ca	xist in your system. Clicking rrier ready for use.
< Back	Install > Cancel

The carrier begins to install. This may take a few minutes.

<u> </u> Tiger Carrier Setup		
Carrier:	AT <u>T</u> USA	
Country:	United States	
Pricing Structure:	Business	
Processing:	STD: 0111473419	
< Back	Install >	Cancel

Click Exit

🛕 Tiger Carrier Setup		
Carrier:	AT <u>I</u> USA	
Country:	United States	
Pricing Structure:	Business	
Processing:	Finished	
This carrier has bee	en installed on your system.	
Click Fuiths along this approxim		
Click Exit to close this program		
< Back	Instali > Exit	

Before clicking Finish to reboot the CPU2-S Click on the Windows Explorer folder (located on the systems taskbar):



Locate the file **pms_Hobic_CR.ini** and open it

🕌 PMS			
🕞 🗇 🗸 • Computer • CPU2 (C:) • tig2020 • Scripts • PMS 🛛 🔹 🛃 S			
Organize 👻 🧾 Open 👻	Print New folder		
☆ Favorites	Name *	Date modified	Туре
📃 Desktop	pms_Hipath_HotelAdvancedV24_bind.his	10/17/2013 11:00 AM	Hospitality
Downloads	Dys_HiPath_HotelAdvancedV24_bind.ini	8/30/2017 9:29 AM	Configura
🔚 Recent Places	a) pms_HIS_LTS.his	10/17/2013 11:00 AM	Hospitality
🔁 Libraries	pms_HIS_LTS.ini	8/30/2017 9:29 AM	Configura
Documents	pms_HIS_LTS_PINS.his	10/17/2013 11:00 AM	Hospitality
J Music	pms_HIS_LTS_PINS.ini	8/30/2017 9:29 AM	Configura
Pictures	pms_Hobic_CR.his	5/8/2014 12:39 AM	Hospitality
Videos	pms_Hobic_CR.ini	8/30/2017 5:22 PM	Configura
Computer	a pms_Hotix.his	10/17/2013 11:00 AM	Hospitality
CPU2 (C:)	pms_Hotix.ini	8/30/2017 9:29 AM	Configura
	ang pms_HSIEnigma.his	10/17/2013 11:00 AM	Hospitality
📬 Network	pms_HSIEnigma.ini	8/30/2017 9:29 AM	Configura
	a) pms_Infodata.his	6/11/2014 1:23 AM	Hospitality
	🕮 oms. Infodata.ini	8/30/2017 9:29 AM	Configura

Scroll down and find the statement **ReadCallRecords=1** and change the 1 to a 0.

pms_Hobic_CR.ini - Notepad

File Edit Format View Help MsgLogChangeDays=7 CommsLogChangeDays=7 DebugLogChange=30/12/1899 MsgLogChange=30/08/2017 CommsLogChange=30/08/2017 [SendDataSource] PeriodicCheckInterval=600 ExtensionBasedEvents=0 TimeSpacedOperation=0 ReadEventlog=1 ConnType=PMS CRReadDelay=10 CRPauseDelay=3 EventReadDelay=10 EventPauseDelay=3 ReadCallRecords=0 CRForceRetest=0 CRUseQueue=0 ;CheckPrevDayInterval=14400 CallRecordRoot=D:\tig2020\CallRecs ReadSwitchCode=00000 EventDirCode=00000 ReadOutgoingCalls=1 ReadIncomingCalls=0 ReadInternalCalls=0 ReadTandemCalls=0 CallRecordsPerEvent=2 MuxPauseDelay=3 LastOUDate=30/12/1899 LastTADate=30/12/1899 LastITDate=30/12/1899 LastINDate=30/12/1899

Click File > Save. Then Close the file

Click **Finish** to reboot the CPU2-S computer.



During system startup (after first restart) iCharge's database Upgrade Program is set to run after the installer is complete and reboots for the first time. Click **Ok**

Tiger 2020 Databas	se Upgrade Program - Version 50.3.38.0 - Server [localhost]	
This program ensures that all the database files and system data are up-to-date with the current release of Tiger 2020		
Upgrad	From Start Date 8/23/2017	
Cli	ick the Start button to continue with the upgrade Start Close	
	Properties for Switch_00 [00000]	
Log file - C-Viia202	Call Logging Switch	
Checking chr	Trunk Member Length 3 🜩 Maximum Trunk Length 6 🚖	
Checking chr	Routing Digits	
Checking chr		
Checking day_		
Checking holi	idays	
Checking inst	talns	
Checking crontab		
Checking trur	ak	

After first reboot, the CPU2-S desktop should appear similar to this:



Click **Acknowledge** to dismiss the ALARM MESSAGE. This message by default will keep displaying on the systems desktop every minute, since there are no hobic records to process. To disable these visual alarm messages, do the following:

Right-click on the bottom bar of this window, and choose Configuration

Switch_00	Event Handler (EvMu	(x)	
 Interface to Hobic (Call Posting) 			Stay on top
		09:33:29	Configuration Ctrl+C
		- Field Definition	Appearance Ctrl+A Test Alarm
		port 108	Update All Modules Ctrl+U
			About
			Exit

Enter **tiger** for the Password. Click **OK**

Please Login To	o Alter Configuration	x
(TE)	Type a name and password to log on.	
	Login Name ADMIN	
	Password *****	
	OK Cance	:I

Click Configure Notification

Configuration	Configuration		
General Modules Advanced			
You can configure the Tiger 2020 System Status Monitor program to suit this installation.			
Installation Name	TigerTMS System Status Monitor		
When the state of an integrated module changes to Alert, the system can invoke a visual and audible alarm.			
Notification Summ	hary		
Visual/Audible	Yes		
Repeat Alarm	Every 1 minute		
PLS Alert	After a grace period of 15 minutes		
E-Mail	No		
Printer	No		
Event Log	No		
SNMP	No		
WinPopup	No		
Support Contact Configure Notification			
	OK Cancel		
Configure Notification			
--			
Specify how you wish to be notified of any possible problems.			
Visual/Audible Email Printer Event Log SNMP WinPopup			
✓ Invoke Visual and Audible Alarm On this PC			
Repeat Alarm			
After Every 1 📑 minute(s)			
Physical Link Status Alert Grace Period			
When an integrated module is detected as disconnected - how long do you want the program to wait before raising the Alert?			
After 15 🚔 minute(s)			
OK Cancel			

Remove the check in the box Invoke Visual and Audible Alarm On this PC

Click **OK** to save settings and close this window.

Example

Configure Notification
Specify how you wish to be notified of any possible problems.
Visual/Audible Email Printer Event Log SNMP WinPopup
Invoke Visual and Audible Alarm On this PC
Repeat Alarm
After Every 1 🚔 minute(s)
Physical Link Status Alert Grace Period
When an integrated module is detected as disconnected - how long do you want the program to wait before raising the Alert?
After 15 🚔 minute(s)
OK Cancel

Note that Visual/Audible is now set to No. Click **OK** to close window

Configuration						
General Modules	Advanced					
You can configure the Tiger 2020 System Status Monitor program to suit this installation.						
Installation Name	TigerTMS System Status Monitor					
When the state of an system can invoke a	When the state of an integrated module changes to Alert, the system can invoke a visual and audible alarm.					
Notification Summ	ary					
Visual/Audible	No					
Repeat Alarm	Every 1 minute					
PLS Alert	After a grace period of 15 minutes					
E-Mail	No					
Printer	No					
Event Log	No					
SNMP	No					
WinPopup	No					
Support Contact Configure Notification						
	OK Cancel					

Modify the TigerTMS System Status Monitor

Right-click on the bottom bar of this window, and choose **Appearance**

Switch_00 Event Handler (EvMux)		Stay on top			
Interface to Hobic (Call Posting)		Configuration	Ctrl+C		
		11:17:0)5	Appearance	Ctrl+A
Noice 400 SMDR" - Proc	essing Exe: "A400" - Version: "20.0.0.0" - Field	Definition		Test Alarm	
Closing file "C:	\tig2020\Network\Switch\Node1\Wo	rki 🔺		Update All Modules	Ctrl+U
Waiting for conn	ection from 192.168.1.2 on port	108		About	
				Exit	

Appearence
Led Settings
Background colour: Silver
Eont: MS Sans Serif
 ✓ Show LED caption ✓ Show LED hints
Led Image
●1 ● C2 ◎ C3] O4 [
-Info Settings
B <u>a</u> ckground colour: Silver
Info font: MS Sans Serif
Infolab <u>e</u> l font: MS Sans Serif
✓ Show status ✓ Show window caption
OK Cancel

Check the box Show window caption. Click OK

The TigerTMS System Status Monitor window can now be moved freely around the desktop, and minimized to the taskbar.

🛃 TigerTMS System Status Mon	itor		_ 🗆 🗵
Switch_00	Event Handler (EvMux)		
Interface to Hobic (Call Posting)			
		11:27:25	

Using the Carrier Setup Wizard to install the Guest carrier pricing structure

Initially when you ran the installer, you used this wizard program to install the carrier pricing for Staff/Administrative extensions. You now need to install the carrier pricing for guest room extensions.

Click on the Windows Explorer folder (located on the systems taskbar)



Locate the file **loadrefs.exe** and open it.

🕌 tig2020					
Computer	· ▼ CPU2 (C:) ▼ tig2020 ▼	[Search tig2020		- 2
Organize 🔻 🖬 Open N	lew folder			=	0
	Name *	Date modified	Туре	Size	
Desktop	IF Start.bat	8/30/2017 9:16 AM	Windows Batch File	1 KB	
Downloads	ifaceconfig.exe	10/26/2016 10:55	AM Application	985 KB	
🔚 Recent Places	ifaceconfig.ini	8/30/2017 9:16 AM	Configuration settings	1 KB	
	libeay32.dll	11/2/2003 3:18 AM	Application extension	680 KB	
Cal Libraries	No. 10 No	4/9/2000 11:15 AM	Application extension	228 KB	
Documents Music	A loadloc.exe	10/26/2016 10:55	AM Application	325 KB	
Pictures	A loadrefs.exe	10/26/2016 10:55/	AM Application	333 KB	
Videos	MessageMaster.dll	8/5/2002 11:29 AM	Application extension	860 KB	
	MySql.Data.dll	6/9/2011 8:03 AM	Application extension	260 KB	
P Computer	periodicbudgets.exe	10/26/2016 10:55	AM Application	1,417 KB	
🛀 CPU2 (C:)	🛃 pmslitesetup.exe	10/26/2016 10:55	AM Application	1,214 KB	
Setwork	rbdireng.exe	10/26/2016 10:55	AM Application	1, 143 KB	
THEMON	recost.exe	10/26/2016 10:55	AM Application	1,247 KB	
	refmsc32.exe	10/26/2016 10:55	AM Application	1,268 KB	
	reftbl32.exe	10/26/2016 10:55	AM Application	1,428 KB	
	reftnk32.exe	10/26/2016 10:55	AM Application	1,308 KB	
	Schedule.exe	6/8/2017 8:08 AM	Application	1,036 KB	
	Sessionmanager.exe	10/26/2016 10:55	AM Application	624 KB	
	💷 Sleep.exe	7/13/2009 8:14 PM	Application	27 KB	
	🚳 ssleay32.dll	11/2/2003 3:18 AM	Application extension	152 KB	
	繴 systemconfig.exe	6/8/2017 7:23 AM	Application	1,279 KB	-
loadrefs.exe Date modified: 10/26/2016 10:55 AM Date created: 8/30/2017 9:00 AM Application Size: 333 KB					

Click Next

Tiger Carrier Setup
Welcome to the Tiger Carrier Setup Wizard
This program will guide you through the process of installing a new carrier or pricing structure, or will update an existing installed carrier.
You will need to have a copy of your new carrier pricing structure, as supplied by Tiger. This will either be on a floppy disk, or if you received the files electronically, in a directory on your hard disk.
At each stage you will be prompted for information. When the selecions are made, you may click Next to proceed. At any stage you may click Back to review or change the selections you have already made.
< Back Next > Cancel

Click Next

🛓 Tiger Carrier Setup	×			
Warning				
If an error occurs while installing or updating a carrier, your reference tables could be left in an unusable state.				
It is therefore recommended that you back up your database before installing or updating the carriers. It is also recommended that data collection and all reference table update and enquiry programs are closed down while the installation is in progress.				
If you are ready to proceed, click Next. Otherwise click Cancel to close this program without installing or updating your tables.				
< Back Next > Cancel				

Click Browse

🛕 Tiger Carrier Setup	<u>- 🗆 ×</u>
Select the file containing the carrier you wish to or update, then click the Next button to procee	install d.
	_
Pro	
	wse
< Back Next > 0	Cancel

Since you have installed a Carrier already, the program will browse directly the USA folder.

🛕 Select Ca	rrier Information File			x
Look in: 🚺	USA		- G 👂 😕	
Name 🔺		-	Date modified	Туре
AT&T_US	SA_(Business).inf		6/17/2014 8:55 AM	Setup Inforn
Generic_	Guest_USA_(Guest).inf		6/17/2014 8:54 AM	Setup Inforn
USA_Gue	est.inf		9/13/2016 4:02 PM	Setup Inforn
USA_Gue	est_608251.inf		8/31/2017 5:30 PM	Setup Inforn
•				Þ
File name:				Open
Files of type:	Carrier Information Files		▼	Cancel
	Open as read-only			

IMPORTANT – If the Guest carrier file that is specific to your installations area code (NPA) and prefix (NXX) is not displayed in this window (i.e. USA_Guest_608251.inf), contact Connected Guests Technical Support at 800-424-6757, option 1 to receive the carrier file that contains the local calling area for your installation.

If the Guest carrier file specific to your hotel's installation is displayed, select that file and click **Open** *Example*



This will install the carrier for guest extensions. Click Next

A Tiger Carrier Setup	-D×
Select the file containing the carrier you wish to or update, then click the Next button to procee	install d.
C:\tig2020\Carriers\USA\USA_Guest_608251	.inf
Bro	iwse
<back next=""> (</back>	Cancel

Click Install

<u> </u> Tiger Carrier Setup	<u> </u>
The following carrier ha	as been found.
Carrier:	Generic USA
Country:	United States
Pricing Structure:	Guest
This carrier does not e: Install will install the ca	xist in your system. Clicking rrier ready for use.
< Back	Install > Cancel

The carrier begins to install. This may take a few minutes.

A Tiger Carrier Setup		<u>_</u> _×
Carrier:	Generic USA	
Country:	United States	
Pricing Structure	: Guest	
Processing:	STD: 1284440	
< Back	Install >	Cancel

Click Exit

<u>Å</u> Tiger Carrier Setup	
Carrier:	Generic USA
Lountry: Pricing Structure:	United States Guest
Processing:	Finished
Display Erro	or and Warning Log
This carrier has bee	en installed on your system.
Click Exit to	o close this program
< Back	install > Exit

Posting Configuration

Click Start > All Programs. Open the Connected Guests Apps folder, and click Posting Configuration

Enter tiger for the Password. Click OK



Click on Telephone Tariffs

🕈 Tiger 2020 System Configura	ition				_ 8 ×
File View Options Help					
	Ŷ				
E General E General]				
Payment Methods					
Scheduled Transactions	1				
E PMS	-				
Customization	-				
]				
S AUMIN					

Double Click on the **Admin** telephone tariff.

	Telephone Tariffs									
	Description	Carrier Cost Based On	Tariff Based On	Increase	Round To	Rounding Method	Fixed Cost	Minimum Cost	propertycode	•
I	Admin	tror - Carrier NO longer specif	Carrier Cost	0.00%		No Rounding	0.00	0.00		
	Guest	Error - Carrier NO longer specif	i Sliding Scale Unit Charging			No Rounding	0.00	0.00		

Edit Tariff	
Tariff Details	
Tariff Description Admin	
Tariff Based On	
Carrier Cost	
Sliding Scale Unit Charging	
Sliding Scale Rates	
O Use Actual Lamer Lost	
Use Carrier Cost Based On	
AT&T USA (Business)	
Increase 0.00 %	
Fixed Cost 0 cents	
Minimum Cost 0 cents	
Rounding Method No Rounding	
Round To 0 cents	
OK Cancel	

Click the down arrow under Use Carrier Cost Based On and select AT&T USA (Business). Click OK

Double Click on the **Guest** telephone tariff.

Т	elephone Tariffs									
	Description	Carrier Cost Based On	Tariff Based On	Increase	Round To	Rounding Method	Fixed Cost	Minimum Cost	propertycode	
	Admin	AT&T USA	Carrier Cost	0.00%		No Rounding	0.00	0.00		
	Guest	Error - Carrier NO longer specif	Sliding Scale Unit Charging			No Rounding	0.00	0.00		

Change the selection under Tariff Based On to Carrier Cost. Click the down arrow under Use Carrier Cost Based On and select Generic USA (Guest). Click OK

Edit Tariff	
	_
Tariff Description Guest	
Tariff Based On	
 Carrier Cost 	
Sliding Scale Unit Charging	
Sliding Scale Rates	
Use Actual Carrier Cost	
Use Carrier Cost Based On	
Generic USA (Guest)	
Increase 0.00 %	
Fixed Cost 0 cents	
Minimum Cost 0 cents	
Rounding Method No Rounding	
Round To 0 cents	
]	
OK Cancel	

Exit the Posting Configuration program (click the 🗵 in the upper corner)

Add Guest rooms and Administrative extensions using Directory Definition

You will need to program rooms (and the extensions within those rooms) as well as administrative extensions into the database, using the **Directory Definition** program. Accuracy is important for room extensions. If a valid room number is left out of the database, iCharge will be unable to post any billable calls for that room to the PMS.

Adding Guest rooms/extensions (one at a time)

- Click Start > All Programs > Connected Guests Apps and choose Directory Definition
- Enter the password tiger and click OK
- Click the + box to the left of the PBX switch to collapse the menu tree

💱 Tig	er 202	0 Direct	ory De	finitio	n	
<u> </u>	⊻iew	<u>O</u> ptions	<u>T</u> ools	<u>H</u> elp		
l	- 🛛	7 ×	Q.	¢	4	
÷	Comp	oany_0 otel XYZ Mitel M Oli Adr Oli Gue	liVoice min est			

- Right click on the **Guest** folder, then choose **New > Room**. The following window is displayed:

lew Room	<u>×</u>
Room Details Advanced	
Room Name	Room_000
Code	000
Tariff	
Room Category	
Under Department	Guest Move
	This is a Billing Point
Configured Fields Memo	
Deptartment 2 Cfg Field 1	:
Deptartment 2 Cfg Field 2	2
Deptartment 2 Cfg Field 3	£
Deptartment 2 Cfg Field 4	k
	< Prev [F5] Next [F6] >
	OK Cancel

- Enter the following information for the new room as shown below. This example will use room 208

New Room	×
Room Details Advanced	
Room Name 208	
Code 000	
Tariff Guest	
Room Category	L
Under Department Guest Move	Ľ
This is a Billing Point	
Configured Fields Memo	
Deptartment 2 Cfg Field 1:	
Deptartment 2 Cfg Field 2:	
Deptartment 2 Cfg Field 3:	
Deptartment 2 Cfg Field 4:	
< Prev [F5] Next [F6] >	
OK Cancel	

Note: It is important to check the box "This is a Billing Point". If it's not checked, billable telephone charges for this room will not get transmitted back to the PMS.

- Click **OK** when done
- Next, right click on the newly created room folder and choose **New > Extension**. The following window is displayed.

New Extension(s)	×
Extension Details Advanced	
Extension <u>N</u> umber(s):	
Tariff	
Handset Type Default Handset	New Handset
Cost \$0.00 per Day]
Under Room 208	Move
 This is an Ex-Directory Extension This extension has Digit Privacy Set as Primary Extension 	
Configured Fields Memo	1
Extension Cfg Field 1:	
Extension Cfg Field 2:	
Extension Cfg Field 3:	
Extension Cfg Field 4:	
< Prev [F5] Next [F6] >	
	OK Cancel

- Enter the following information for the new extension number as shown below. This example will use extension 7208

New Extension(s)	X
Extension Details Advanced	
Extension <u>N</u> umber(s): 7208	
Tariff	
Handset Type Default Handset	New Handset
Cost \$0.00 per Day	
Under Room 208	Move
This is an Ex-Directory Extension This extension has Digit Privacy Set as Primary Extension Configured Fields Memo	
Extension Cfg Field 1:	
Extension Cfg Field 2:	
Extension Cfg Field 3:	
Extension Cfg Field 4:	
< Prev [F5] Next [F6] >	
	OK Cancel

- Click **OK** when done

The directory now contains room 208, extension 7208



Adding Guest rooms/extensions (in a range)

- Right click on the **Guest** folder, then choose **New > Room**

In the Room number field, enter the first room number of that range, a dash character, then the last room number of that range. After you add the last room number of that range, a new field called **Start from Extension** will appear. Enter the extension number that is associated with the first room number of that range:

New Room		×
Room Details	Advanced	
	Room Name	301-310
	Code	001
	Tariff	Guest
F	loom Category	
Und	ler Department	Guest Move
		This is a Billing Point
Start	from Extension	7301
Configured	Fields Memo	
Deptartm	ent 2 Cfa Field 1	
Deptartm	ent 2 Cfg Field 1	
Deptartin	ent 2 Cig Field 2	
Deptation	ent z cigineia :	
Deptartm	ent 2 Urg Field 4	
		< Prev [F5] Next [F6] >
		OK Cancel

- Click **Ok** when done

You will be prompted to confirm the multiple entries:

Informat	ion 🔀
1	This will create 10 Room entries - 301, 302310 e.t.c.Do you wish to continue?
	Yes No

- Click Yes to confirm

The directory now contains these new entries:



Caution: Take care when using the range function. The iCharge software has been licensed for a specific amount of guest rooms. If your ranges contain rooms that don't exist, you run the risk of exceeding your license. When adding ranges in this fashion, always go back and delete rooms that don't exist right away. To delete, highlight the room, right-click and choose Delete, then type YES to confirm.

Create separate department folders for Admin extensions

- Right click the Admin folder and choose **New > Room**

New Room		
Room Details Advanced		
Room Name	Room_000	
Code	000	
Tariff		PIN allowed
Room Category		I Fini allowed
Under Department	Admin	Move
	🔲 This is a Billing Point	

- Rename the **Room Name** field with the appropriate administrative department (e.g. Sales, Housekeeping, Food & Beverage)
- Click **OK** when done.
- Add more folders as needed (example below)



Adding Admin extensions (one at a time)

- Right click one of the folders under Admin (e.g. Engineering), and choose New > Extension



- Enter the following information for the new extension number as shown below. This example will use extension 5050.

New Ex	tension(s)							
E	tension Details	Adva	anced					
	Extension <u>N</u> umb	er(s):	5050					_
		Tariff	Admin				•	_
	Handset	Туре	Default H	landset			•	
		Cost	\$0.00		per	Day		
	Under F	loom	Engineer	ing				
			🗖 This is	s an Ex-l	Directo	ory Extension		

- Click **OK** when done

The directory now contains this new entry (under the Admin/Engineering folder), extension 5050



Adding Admin extensions (in a range)

- Right click on a folder under Admin (e.g. Front Desk), and choose New > Extension

In the Extension Number(s) field, enter the first extension number of that range, a dash character, then the last extension number of that range.

New E	Extension(s)			
E	Extension Details Adv	anced		
	Extension <u>N</u> umber(s):	5000-5005		
	Tariff	Admin	•	
	Handset Type	Default Han	indset 🔽 🚺	
	Cost	\$0.00	per Day	
	Under Room	Front Desk		Mov
		🗖 This is ar	an Ex-Directory Extension	

- Click **OK** when done

The directory now contains these new entries under Admin/Front Desk.



Adjust Guest Pricing

To adjust what Guests will be billed for telephone calls, do the following:

- Click Start > All Programs > Connected Guests Apps and choose Carrier and Tariff Configuration
- At the Welcome to Reference Tables Update window, enter the Login Name **admin** and Password **tiger** and click **OK**
- On the Generic USA (Guest), click the + sign to expand and show the different call categories

Carriers, Charge Bands and Charge Rates
File View Help
AT&T USA (Business) Genetic USA (Guest) G

- Choose a call category to adjust (e.g. LD Long Distance Calls), and click the + sign to expand
- Right click A (All Day) and choose Properties

Charge Rate Propert	es	×
Carrier:	Generic USA (Guest)	
Charge Band:	LD (Long Distance Calls)	
Code:	A	
Description:	All Day	
Rate charged:	100.000 c 🜩 for 60 🜩 seconds	
Calls charged per	60 seconds	
Rounding:	No Rounding	
Round to:	0.000 c 📥	
Setup charge:	0.000 c	
Minimum charge:	100.000 c	
- Apply Maximum C	harge	
Maximum charge:	0.000 c 📥	
Apply to the first:	1 seconds	
	Update Cancel	

As displayed, long distance calls will be billed at 100 cents (displayed as 100.000 c) for every 60 seconds, with a minimum charge of 100 cents. Click **Update** after making any changes.

Pricing change example:

You want to bill guests 0.25 per minute, plus a \$2.00 surcharge for long distance calls. Change your setup as shown below:

Charge Rate Properti	es	×
Carrier:	Generic USA (Guest)	
Charge Band:	LD (Long Distance Calls)	
Code:	A	
Description:	All Day	
Rate charged:	25.000 c 🛖 for 🛛 60 🛖 seconds	
Calls charged per	60 🚔 seconds	
Rounding:	No Rounding	
Round to:	0.000 c 📥	
Setup charge:	200.000 c 🚔	
Minimum charge:	0.000 c	
- Apply Maximum C	harge	
Maximum charge:	0.000 c 🔺	
Apply to the first:	1 🚔 seconds	
	Update Cancel	

Make price adjustments to the remaining call categories (if needed) and click **Update** when complete.

IMPORTANT!

To make the pricing adjustments take effect immediately, perform these steps:

- Maximize the **Data Collection** program
- Right-click the Collection icon (upper left corner) and choose Reload Tables...
- Click Yes at the Reload Tables? Window

Your pricing changes to the PMS will now take effect.²

² Carrier tables reload automatically at midnight

Setup email notification alerts (optional)

To generate email notifications alerts, perform these steps:

- Click Start > All Programs > Connected Guests Apps and choose TigerTMS setup
- Enter Login Name admin and password tiger and click OK
- Choose the SMTP Settings tab

3	Tiger 2020 Configuration						×
	PMS Event	Translation	Directories	Í	Lang	uages	
	Misc. Option	Ports	PMS D	ata Tran:	slation		
A	bout 📔 Works	tations 📔 Location	s Switches	SMTP Se	ettings	Graphi	cs
This page allows for the configuration of a default (global) SMTP Setting and optional SMTP Settings for individual Workstations (local). Note: An asterisk (*) denotes the current workstation.							
	Workstation	Workstation Id	SMTP Server	SMTP Server		Authenticated	
	DEFAULT		Not Set	Not Set		No	
	Test	Add	Edit		Del	ete	

- Click Edit

Pr	operties of SMTF	Setting: DEFAULT			
	Workstation:	DEFAULT			
	Workstation Id:				
	SMTP <u>S</u> erver :				
	☐ Outgoing serv <u>U</u> ser name: <u>P</u> assword:	rer requires authentication			
<u>U</u> pdate Cancel					

Enter the SMTP server address for outgoing mail. If the SMTP server requires authentication, check that box and enter the user credentials. Click **Update**

Test your email notification setup

- Click Test

Т	est SMTP Mess	age	x
	<u>U</u> ser Name	Default Admininstrator	•
	<u>F</u> rom Address		
	Send <u>A</u> ddress		
	Subject <u>T</u> ext	Tiger 2020 SMTP Test Message	
	<u>M</u> essage		
	Test SMTP Me	essage sent from Tiger 2020	
	Send		Cancel

Enter a From Address & Send Address, and then click Send

If your message was sent successfully, you will see a "Test SMTP Message" window displayed. Click OK to dismiss.

Verify that the test email was received. If it wasn't, verify your SMTP server settings.

Configuring email address(s) to receive alerts (Global)

To configure a single (or multiple) email address for notification, perform these steps:

- Maximize the t2ssm (System Status Monitor) program
- Right-click on the window's bottom bar and choose Configure

🛃 TigerTMS System Status Monito	r	
Switch_00	Event Handler (EvMux)	
Interface to Hobic (Call Posting)		Stay on top
	13	Configuration Ctrl+C
		Appearance Cur+A Test Alarm
		Update All Modules Ctrl+U
		About
		Exit

Enter Login Name admin and password tiger and click OK

At the Configuration windows, click Configure Notification

Configuration				
General Modules Advanced				
You can configure the Tiger 2020 System Status Monitor program to suit this installation.				
Installation Name TigerTMS System S	itatus Monitor			
When the state of an integrated module system can invoke a visual and audible a	changes to Alert, the alarm.			
Notification Summary				
Visual/Audible No				
Repeat Alarm Every 1 minute				
PLS Alert After a grace period	After a grace period of 15 minutes			
E-Mail No	No			
Printer No				
Event Log No				
SNMP No				
WinPopup No	WinPopup No			
Support Contact Configure Notification				
	OK Cancel			

Select the Email tab

Configure Notification
Specify how you wish to be notified of any possible problems.
Visual/Audible Email Printer Event Log SNMP WinPopup
Invoke Visual and Audible Alarm On this PC
Repeat Alarm
After Every 1 👘 minute(s)
Physical Link Status Alert Grace Period
When an integrated module is detected as disconnected - how long do you want the program to wait before raising the Alert?
After 15 📻 minute(s)
OK Cancel

Check the box Send an Email Message and configure the Address To and Address From fields. Decide if you want a Correction Email Message (leave at No, or change to Yes) Click OK when done.

Configure Notification				
Specify how you wish to be notified of any possible problems.				
Visual/Audible Email Printer Event Log SNMP WinPopup				
Send an Email Message				
Address To hotelstaff_anywhereUSA@plaza.com				
Address From iCharge_anywhereUSA@plaza.com				
Send a Correction Email Message When an integrated module recovers after having raised an Alert email - do you want to follow up by sending a correction email? Yes O No				
Email Format				
OK Cancel				

A notification summary showing your changes is shown below. Click **OK** to close the program.

Со	nfiguration				
	General Modules Advanced				
	You can configure the Tiger 2020 System Status Monitor program to suit this installation.				
	Installation Name TigerTMS System Status Monitor				
	When the state of a system can invoke a	n integrated module changes to Alert, the a visual and audible alarm.			
	Notification Summ	hary			
	Visual/Audible No				
	Repeat Alarm	Every 1 minute			
	PLS Alert	After a grace period of 15 minutes			
	E-Mail	Yes, to 1 address			
	Printer	No			
	Event Log	No			
	SNMP	No			
	WinPopup No				
	Support Contact Configure Notification				
		OK Cancel			

You may test this setup by right-clicking on the **t2ssm** (System Status Monitor) window's bottom bar and choose **Test Alarm**. Based on your Notification setup, test alarms will be generated.

Alarm timings

The system comes with two default time frames for every interface, **Daytime** and **Nighttime**.

Based on the default day time settings, an alert notification will only be generated if 3 hours have elapsed since the last message was received or sent, between the hours of 07:00 and 19:59. During the default night time settings, an alert will only be generated if 5 hours have elapsed since the last message was received or sent, between the hours of 20:00 and 06:59.

Day settings	Night settings
Interface to Hobic (Call Posting) Properties	Interface to Hobic (Call Posting) Properties
General Timings Email	General Timings Email
Iime Frames	
Daytime on Any Day (4) New	Daytime on Any Day (4) New
Edit	Nighttime on Any Day (4)
Delete I	Delete
	Lopy from
This Time Frame starts at: 07:00 hh:mm	This Time Frame starts at: 20:00 hh:mm
and ends at: 19:59 inclusive	and ends at: 06:59 inclusive
This Time Frame applies to Period: Any Day	This Time Frame applies to Period: Any Day
Monitored	Monitored
Varning it no event for (0) 01:30 by mm	State Changes to Warning . if no event for (@ 02:30 hhmm
Critical - Ir no event for: U UI:UU after warning	Critical - ir no event for: U1:30 arter warning
Alert - if no event for: • 100:30 after Critical	Alert - if no event for: 🛞 01:00 after Critical

Warning – Solid yellow Critical – Flashing yellow Alert – Flashing red

The majority of installations do just fine with the default day & night time frames. But based on a hotels specific traffic, you may adjust the existing Time frame settings (per interface), or create a completely new time frame. Click **New** to create a new time frame, or **Edit** to modify an existing time frame.

Verify Data Collection is receiving SMDR from the MiVO 400

When you ran the iCharge installer, you configured Data Collection as a server, and to listen for connections on port 1080. If you MiVoice 400 is properly configured, Data Collection should be receiving SMDR records, similar to this:

Onlines, Unio						-
Opuons help	Moni	toring: "Collection" - Versic	on: "20.0.0.0"			
Connected to database "node1" on "localhost"						
1 52 IC 17/09/01 10:12:00 0:30 0:00:46 T-402	6148861923	E-301		Connected	0.00	
1 53 IC 17/09/01 10:18:00 0:07 0:02:52 T-401	4408298225	E-314		Connected	0.00	
1 54 IC 17/09/01 10:46:00 0:20 0:00:31 T-401	9074065144	E-301		Connected	0.00	
onnected to database "node1" on "localhost"						
1 55 IC 17/09/01 11:21:00 0:08 0:00:09 T-401	2089174450	E-300		Connected	0.00	
Connected to database "node1" on "localhost"						
1 56 OG 17/09/01 11:22:00 0:00 0:01:10 E-301		T-404	12816847002	Connected	0.11	
1 57 OG 17/09/01 11:55:00 0:00 0:05:39 E-301		T-404	7407327181	Connected	0.01	
onnected to database "nodel" on "localhost"						
-						
Stop Display						
Monitoring: "	Node 1'' - Processing E	Exe: "A400" · Version: "20	.0.0.0" - Field Definitions: "A400_	PC4.conf"		
ost connection to remote - closed by peer.						
aiting for connection from 192.168.1.2 on port 1080						
onnection established from 192.168.1.2 on port 1080.						
301 21 170901 10:12 00H00M46 00402		6148861923			030 917 3052	
ost connection to remote - closed by peer.						
aiting for connection from 192.168.1.2 on port 1080						
Connection established from 192.168.1.2 on port 1080.						
314 21 170901 10:18 00H02M52 00401		4408298225			007 918 3053	
ost connection to remote - closed by peer.						
aiting for connection from 192.168.1.2 on port 1080						
Connection established from 192.168.1.2 on port 1080.						
301 21 170901 10:46 00H00M31 00401		9074065144			020 919 3054	
lost connection to remote - closed by peer.						
Naiting for connection from 192.168.1.2 on port 1080						
Connection established from 192.168.1.2 on port 1080.						
300 21 170901 11:21 00H00M09 00401		2089174450			008 920 3055	
Lost connection to remote - closed by peer.						
Naiting for connection from 192.168.1.2 on port 1080						
Connection established from 192.168.1.2 on port 1080.						
301 10 170901 11:22 00H01M10 00404	0000	0 12816847002		12816847002	3056	
ost connection to remote - closed by peer.						
Naiting for connection from 192.168.1.2 on port 1080						
Connection established from 192.168.1.2 on port 1080.						
301 10 170901 11:55 00H05M39 00404	0000	0 7407327181		7407327181	3057	
ost connection to remote - closed by peer.						
aiting for connection from 192.168.1.2 on port 1080						
-						
1						
Stop Display						

The bottom half of the window shows the raw, unprocessed records received from the MiVO 400.

Lost connection to remote - closed by peer.		
Waiting for connection from 192.168.1.2 on port 1080		
Connection established from 192.168.1.2 on port 1080.		
314 21 170901 10:18 00H02M52 00401	4408298225	007 918 3053
Lost connection to remote - closed by peer.		
Waiting for connection from 192.168.1.2 on port 1080		
Connection established from 192.168.1.2 on port 1080.		
301 21 170901 10:46 00H00M31 00401	9074065144	020 919 3054
Lost connection to remote - closed by peer.		
Waiting for connection from 192.168.1.2 on port 1080		
Connection established from 192.168.1.2 on port 1080.		
300 21 170901 11:21 00H00M09 00401	2089174450	008 920 3055
Lost connection to remote - closed by peer.		
Waiting for connection from 192.168.1.2 on port 1080		
Connection established from 192.168.1.2 on port 1080.		
301 10 170901 11:22 00H01M10 00404 0000	0 12816847002	12816847002 3056
Lost connection to remote - closed by peer.		
Waiting for connection from 192.168.1.2 on port 1080		
Connection established from 192.168.1.2 on port 1080.		
301 10 170901 11:55 00H05M39 00404 0000	0 7407327181	7407327181 3057
Lost connection to remote - closed by peer.		
Waiting for connection from 192.168.1.2 on port 1080		
Connection established from 192.168.1.2 on port 1080.		
300 21 170901 12:28 00H02M48 00401	7402385505	009 921 3058
Lost connection to remote - closed by peer.		
Waiting for connection from 192.168.1.2 on port 1080		

The upper half shows processed incoming (IC) and outgoing (OG) calls.

	• •	•						
1	53 IC 17/09/01	10:18:00 0:0	7 0:02:52 T-401	4408298225	E-314		Connected	0.00
1	54 IC 17/09/01	10:46:00 0:20	0 0:00:31 T-401	9074065144	E-301		Connected	0.00
Connec	ted to database "	'node1" on "loo	calhost"					
1	55 IC 17/09/01	11:21:00 0:00	B 0:00:09 T-401	2089174450	E-300		Connected	0.00
Connec	ted to database "	'node1" on "loo	calhost"					
1	56 OG 17/09/01	11:22:00 0:00	0 0:01:10 E-301		T-404	12816847002	Connected	0.11
1	57 OG 17/09/01	11:55:00 0:00	0 0:05:39 E-301		T-404	7407327181	Connected	0.01
Connec	ted to database "	'node1" on "loo	calhost"					
1	58 IC 17/09/01	12:28:00 0:0	9 0:02:48 T-401	7402385505	E-300		Connected	0.00
Connec	ted to database "	'node1" on "loo	calhost"					
1								

If Data Collection does no appear to be displaying and processing calls after you have made some test calls, check your MiVO 400 programming.

Progamming your iPocket for use with iCharges Hobic interface

Programming is accomplished by locally connecting to the iPockets's DB-9 serial connector. You will need:

- A computer running a windows OS with an available COM port
- A comunication program (i.e. PuTTY, HyperTerminal)
- A paper-clip
- A DB-9M to DB9F serial cable (straight through, null modem adapter is NOT needed)
- A static IP address for the iPocket (assigned from the MiVO 400)

How to program an iPocket

After connecting your computer to the iPocket using a serial cable, launch your prefered communication program:

🕵 PuTTY Configuration		\times
Category:	Basic options for your PuTTY session Specify the destination you want to connect to	
Keyboard Bell	Serial line Spee COM3 960	ed D
····· Features	Connection type: ○ Raw ○ Telnet ○ Rlogin ○ SSH ●) Serial

Specify the COM port you are using on your computer (this example shows COM3). Speed must be set to 9600. Then launch your communications program.



On the iPocket, locate the small recessed hole at the top (ethernet side)



Using a paper clip or similar object, press and hold for several seconds until the iPocket232 Configuration screen appears:

Example

l	Pre	ecidia	iPocket232 (Configuration	₹5.02.00
		Device Setting	is :	1	
				1	1
L	1)	Ethernet: 192	.168.110.125	1	1
L				1	1
	2)	Serial Port:	Telnet	1	1
L				1	1
I	*)	Save Current Configur	ation	1	1
L	-)	Exit Configuration (n	o save)	1	1
I	\$)	Security Settings		1	1
	#)	System Settings		1	1
l	?)	Refresh this Screen		1	1
`-					·'

Choose 1) Ethernet to set the static IP address, Subnet Mask & Gateway information.

Example

, Precidia iPocket232 C	onfiguration	√5.02.00
Device Settings:	Ethernet Se	ettings:
1) Ethernet: 192.168.110.125	A) IP Address:	192.168.110.125
 2) Serial Port: Telnet	C) Gateway:	192.168.110.3
 *) Save Current Configuration	 Additional Gateway:	
 –) Exit Configuration (no save) 	D) Network Address:	0.0.0.0
\$) Security Settings	E) Network Mask:	0.0.0.0
#) System Settings	F) Gateway:	0.0.0.0
?) Refresh this Screen	1	
·		

Adjust Ethernet Settings A, B & C specific to your installation.

After is that is set, choose **2) Serial Port** modify the Serial Port Settings.

Example

Precidia iPocket232 Co	onfiguration v5.02.00
Device Settings:	Serial Port Settings:
1) Ethernet: 192.168.110.125	A) Protocol: Telnet (srv) B) Port Setting: 1200 bps 8N1 [no]
2) Serial Port: Telnet	C) Connection Control: Net-Linked D) Terminal Type: ansi
	E) Local Port: 5050
*) Save Current Configuration	F) Remote IP: 0.0.0.0
 -) Exit Configuration (no save) 	G) Remote Port: 0
\$) Security Settings	H) Fallback IP: 0.0.0.0
#) System Settings	I) Fallback Port: 0
?) Refresh this Screen	J) Fallback Drop Time: 0
Change which option?	

A) Protocol - set as Telnet (srv)

B) Port Setting – the agreed upon serial port baud rate of the two devices (i.e. between the iPocket and the PMS)

C) Connection Control – set as Net-Linked

D) Terminal Type – set as ansi

E) Local Port – This will be the port number that the iCharge interface will use to make its telnet connection. This example uses 5050

F) through J) – These settings can remain as shown in the example picture above

When your programming is complete choose *) Save Current Configuration

The iPocket is now setup to accept a client connection from the iCharge PMS interface using the IP address and port number you specified in your programming.

Ensure that the Hobic interface has made a client connection to the iPocket (or directly to the actual PMS), by clicking on the messages tab of the hobic interface.

Example	
Tinterface to Hobic (Call Posting)	×
About Status Close Communications Messages Control	
Physical address enforced (W) Connecting to 192.168.1.6:33555 Connected to 192.168.1.6:33555.	
Clear Follow Bottom Page	
Minimize]

If the phrase **Connected to** is shown, this means that a succesful client connection has been made to the iPocket or PMS

However, if just the phrase **Connecting to** is displayed, then this means that the interface is still attempting to connect to the iPocket or PMS, and may be unable to. Since the interface client is configured as persistent, it will continue to make a connection attempt. Typically, if a connection isn't made within a few seconds, something is incorrect. Verify your IP address and port settings.

Before you test the Hobic interface

Just before you rebooted the CPU2-S after running the installer, you made an edit to the file **pms_Hobic_CR.ini**, adjusting the **ReadCallRecords=** statment, changing it from a 1 to a 0. Now that iCharge is receiving SMDR records, you need to change this back from 0 to 1.

Click the Close tab of the Interface to Hobic (Call Posting)

San Interface to Hobic (Call Posting)	<u>? ×</u>
About Status Close Communications Messages Control	
Typing the correct password will stop this program. If you do stop this program, information will not be sent to or received from the system that it is connected to. Please be sure that you are aware of the effects of this action before carrying it out. Password	
Mir	imize

Enter the password **regit** Click **Close**

National Action (Call Posting)	? ×
About Status Close Communications Messages Control	
Typing the correct password will stop this program. If you do stop this program, information will not be sent to or received from the system that it is connected to. Please be sure that you are aware of the effects of this action before carrying it out. Password *****	
Close	
	Minimize

The interface will shutdown.
NMS			
Computer	✓ CPU2 (C:) ✓ tig2020 ✓ Scripts ✓ PMS	- 🐼	Search PM
Organize 👻 河 Open 👻	Print New folder		
☆ Favorites	Name ^	Date modified	Туре
🧫 Desktop	pms_Hipath_HotelAdvancedV24_bind.his	10/17/2013 11:00 AM	Hospitality
Downloads	pms_HiPath_HotelAdvancedV24_bind.ini	8/30/2017 9:29 AM	Configura
🚟 Recent Places	appms_HIS_LTS.his	10/17/2013 11:00 AM	Hospitality
🚍 Libraries	pms_HIS_LTS.ini	8/30/2017 9:29 AM	Configura
Documents	pms_HIS_LTS_PINS.his	10/17/2013 11:00 AM	Hospitality
J Music	pms_HIS_LTS_PINS.ini	8/30/2017 9:29 AM	Configura
Pictures	pms_Hobic_CR.his	5/8/2014 12:39 AM	Hospitality
Videos	pms_Hobic_CR.ini	8/30/2017 5:22 PM	Configura
· Comertes	🦓 pms_Hotix.his	10/17/2013 11:00 AM	Hospitality
Computer	pms_Hotix.ini	8/30/2017 9:29 AM	Configura
i 02 (0.)	礡 pms_HSIEnigma.his	10/17/2013 11:00 AM	Hospitality
📬 Network	📰 pms_HSIEnigma.ini	8/30/2017 9:29 AM	Configura
	礡 pms_Infodata.his	6/11/2014 1:23 AM	Hospitality
	🕮 oms. Infodata.ini	8/30/2017 9:29 AM	Configura

Locate the file pms_Hobic_CR.ini and open it

Scroll down and find the statement **ReadCallRecords=0** and change the 0 to a 1.



Click File > Save. Then Close the file

Right-click the Interface to Hobic (Call Posting) on the TigerTMS System Status Monitor and select **Start Module**

TigerTMS System Status Monitor			
Switch_00	Event Handler (EvMux)		
Interface to Hobic (Call Posting)	Start Module		
	Show Module	16:50:54	/_
	Update Module		

The Hobic interface will restart to the system tray.



Testing the iCharge Hobic interface

After connecting the serial port (DB-9M DCE) of the iPocket to the PMS, make some billable test calls from a guest room extension. After tha call is received by Data Collection and processed, you should see a hobic call record transmit to the PMS.

To monitor this activity, right-click on the Interface to Hobic (Call Posting) and click Show Module

🛃 TigerTMS System Status Mo	nitor		×
Switch_00	🔘 Event Handler (E	vMux)	
Interface to Hobic (Call Posting)	Start Module		
	Show Module	14:58:52	//.
	Update Module		

SInterface to Hobic (Call Posting)	<u>? ×</u>
About Status Close Communications Messages Control	
Current Call Record	
Call Type: None Date & Time: Not Yet ID:	
Last Event Processed for Sending*	
Type: None Date & Time: Not Yet ID:	
Last Event Received	
Type: None Date & Time: Not Yet	
* Latest time is monitored and alarmed on by the Status Monitor Program	
Minimi	ize

Click on the **Communications** tab to monitor the Hobic priced call records being transmitted to the PMS *Example*

Tx: <enq> Rx: <ack> Tx: <stx>000A TIG 09/01 134</stx></ack></enq>	07:19 0001 \$002.91 13 << ET >> ?	•
Rx: <ack> (f: Current Call: 2017-09-01 07:1)</ack>	9 Digits: 14068300888 ID: 00012	
Tx: <enq> Rx: <ack></ack></enq>	-	
Tx: <stx>000A TIG 09/01 134 Rx: <ack></ack></stx>	07:19 0001 \$002.91 14068300888 <etx>-</etx>	
lf: Current Call: 2017-09-01 08:09 Tx: <enq></enq>	5 Digits: 14063609976 ID: 00019	
Rx: <ack> Tx: <stx>000A TIG 09/01 134</stx></ack>	08:05 0001 \$002.91 14063609976 <etx>(</etx>	
Rx: <ack></ack>		-
Clear 🔽 Follow Bottom Pa	iqe	
	-	

By default, the interface will send a ENQ message to the PMS before sending the record.

How to reach Connected Guests Technical Support

If you have any questions during your testing or installation setup, please contact Connected Guests Technical Support –

How to Contact Technical Support

Connected Guests Technical Support is provided via the following methods:

- By telephone at (800) 424-6757 (Press "1" when the automated attendant answers)
- By e-mail at <u>Support-us@connectedguests.com</u>

E-mailed technical requests are handled only during regular business hours.

END OF DOCUMENT