iCharge installer setup guide

FOR MIVOICE OFFICE 400

CONNECTED GUESTS

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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....4
Installing Microsoft .NET....4
Installing iCharge....7
Using the Carrier Setup Wizard....26
Before clicking Finish to reboot the CPU2-S....31
During system startup (after first restart)....34
Modify the TigerTMS System Status Monitor....38
Using the Carrier Setup Wizard to install the Guest carrier pricing structure....39
Posting Configuration....45
Add Guest rooms and Administrative extensions using Directory Definition....48
Adding Guest rooms/extensions (one at a time)....48
Adding Guest rooms/extensions (in a range)....53
Create separate department folders for Admin extensions....55
Adding Admin extensions (one at a time)....56
Adding Admin extensions (in a range)....57
Adjust Guest Pricing....58
Setup email notification alerts (optional)....61
Test your email notification setup....62
Configuring email address(s) to receive alerts (Global)....62
Alarm timings....66
Verify Data Collection is receiving SMDR from the MiVO 400....67
Progamming your iPocket for use with iCharges Hobic interface....68
How to program an iPocket....68
Before you test the Hobic interface....71
Testing the iCharge Hobic interface....74
How to reach Connected Guests Technical Support....75
How to Contact Technical Support....75

Before you begin

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

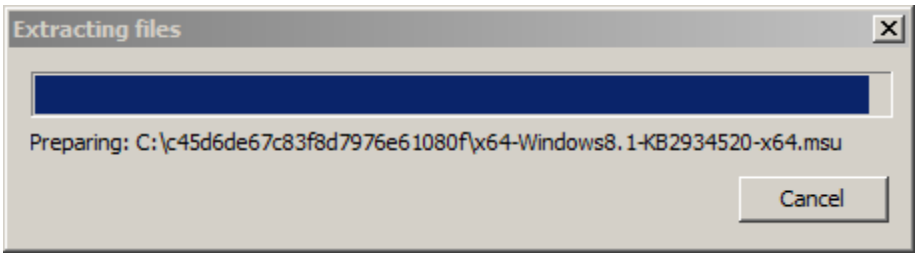
- You have completed updating your CPU2-S as outlined in the **MiVO 400 hospitality "utility" packages** document.
- You have received the low-profile USB storage device containing the iCharge installer files, and have connected it to an available USB port on the CPU2-S.
- Installed TeamViewer (used 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.

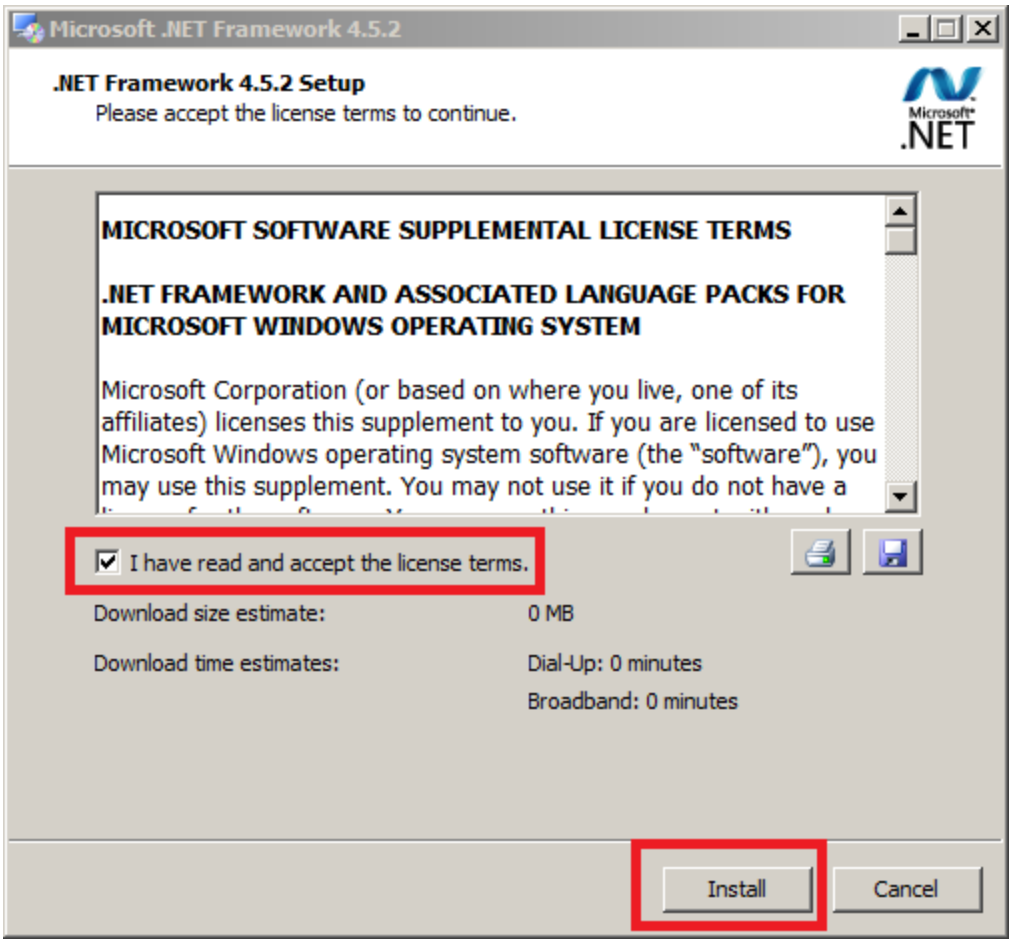
Installing Microsoft .NET

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

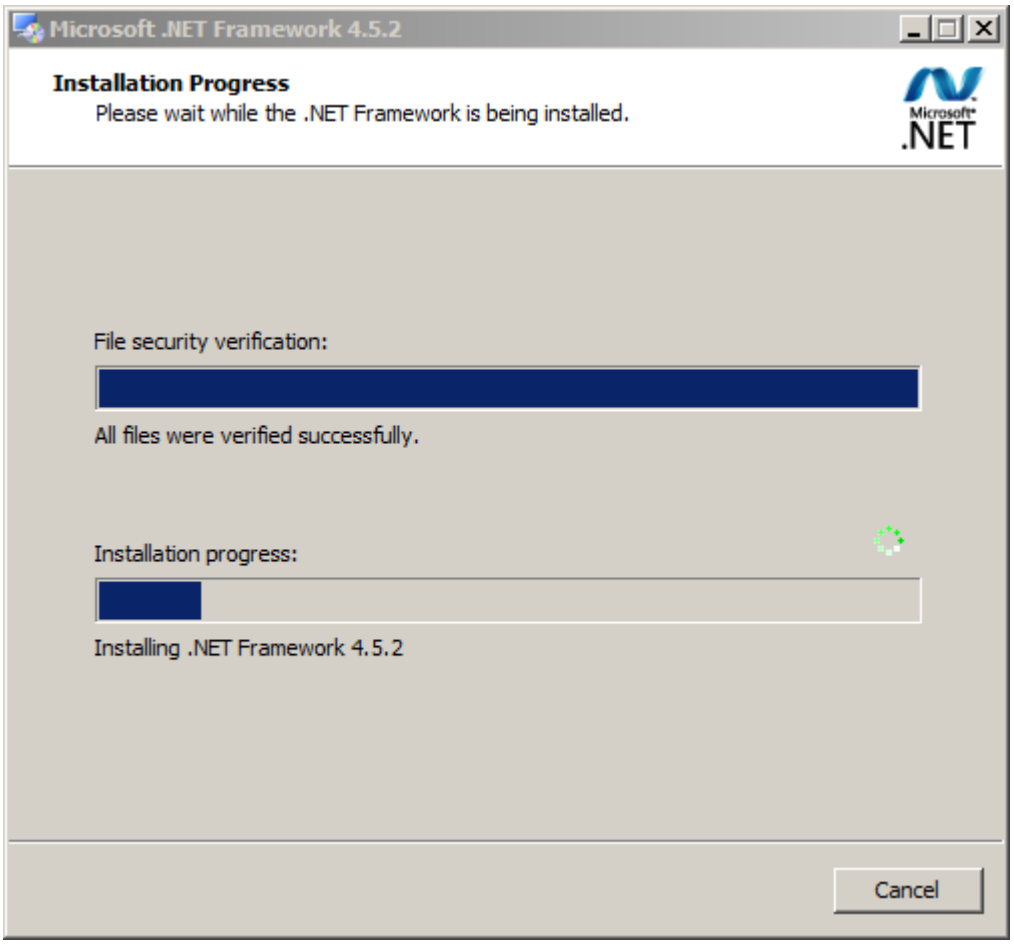
The .NET installation program will begin to extact files.



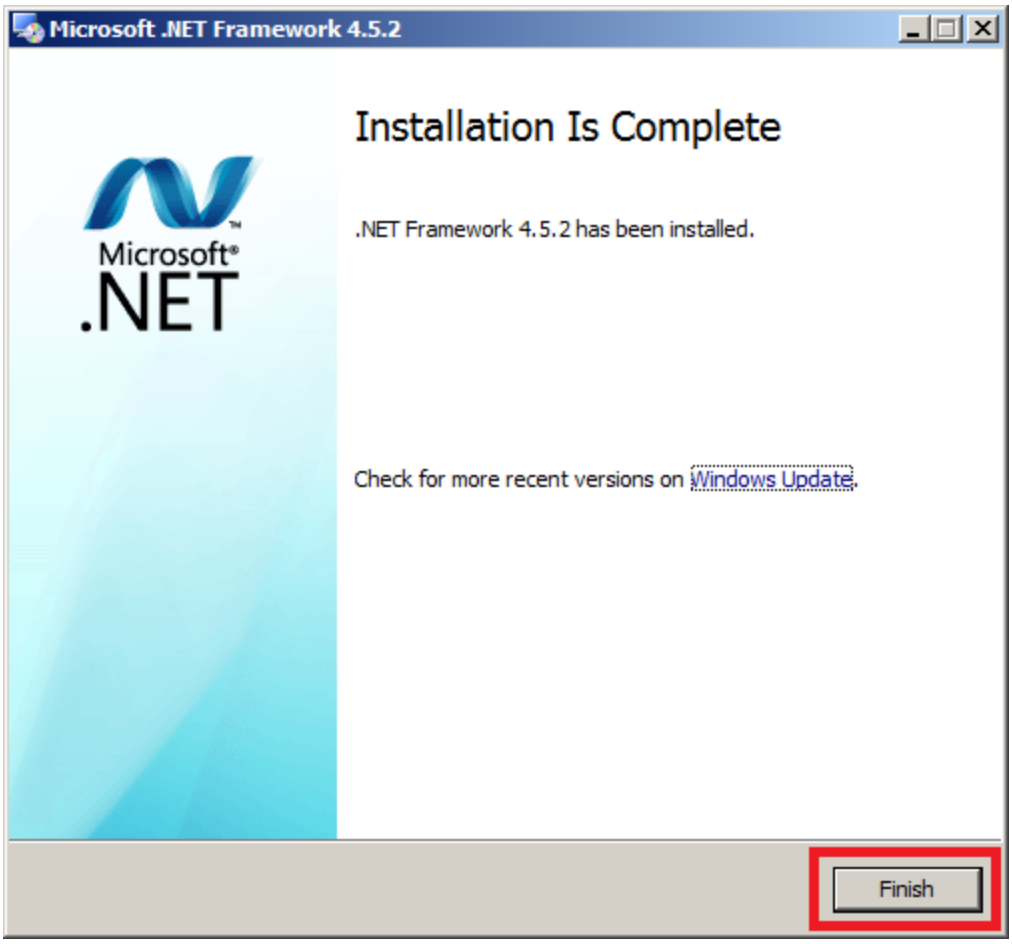
Check the acceptance box, then click **Install** to continue.



Installation will take a few minutes.

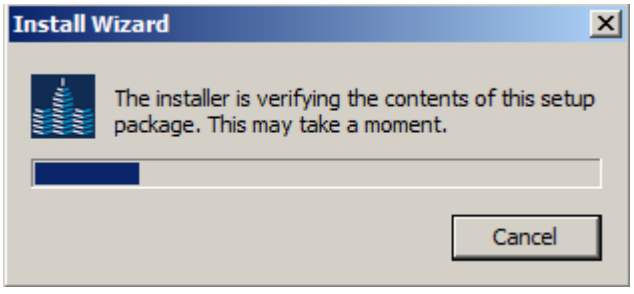


Click **Finish** when complete.



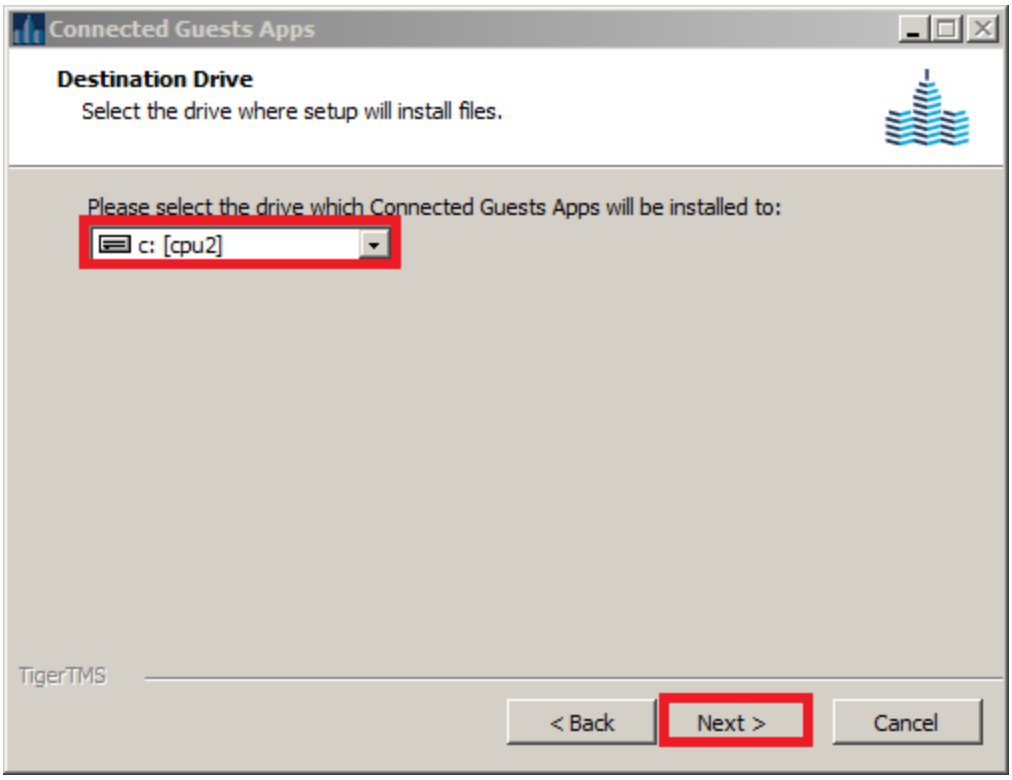
Installing iCharge

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

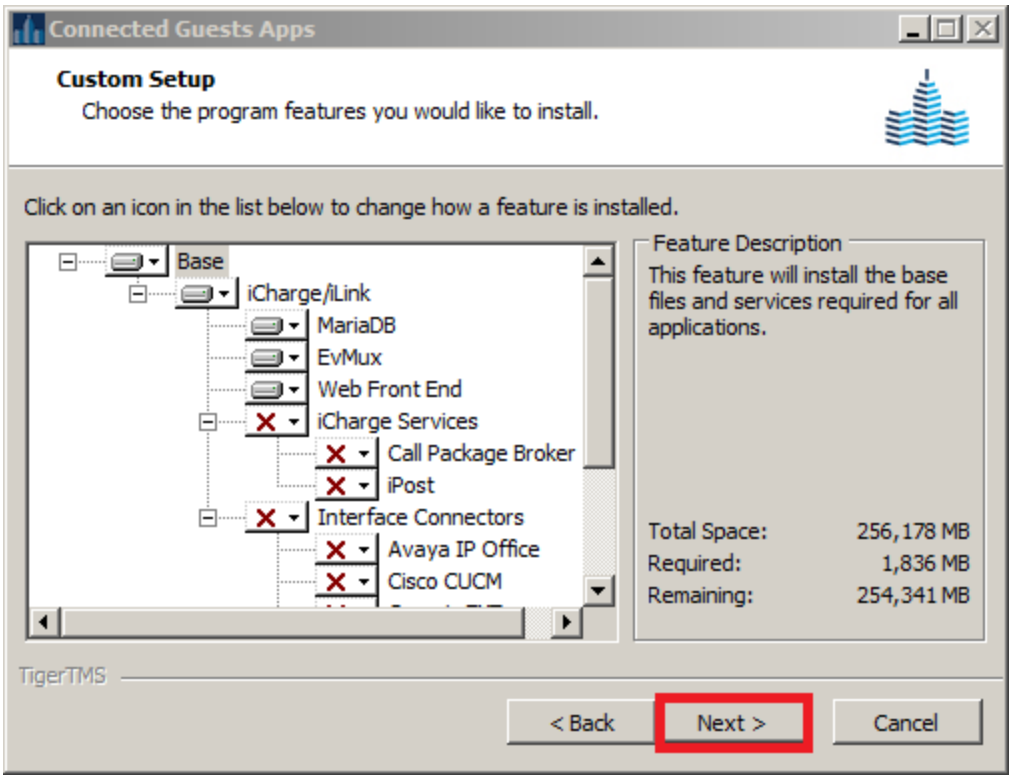


Click **Next** to continue.

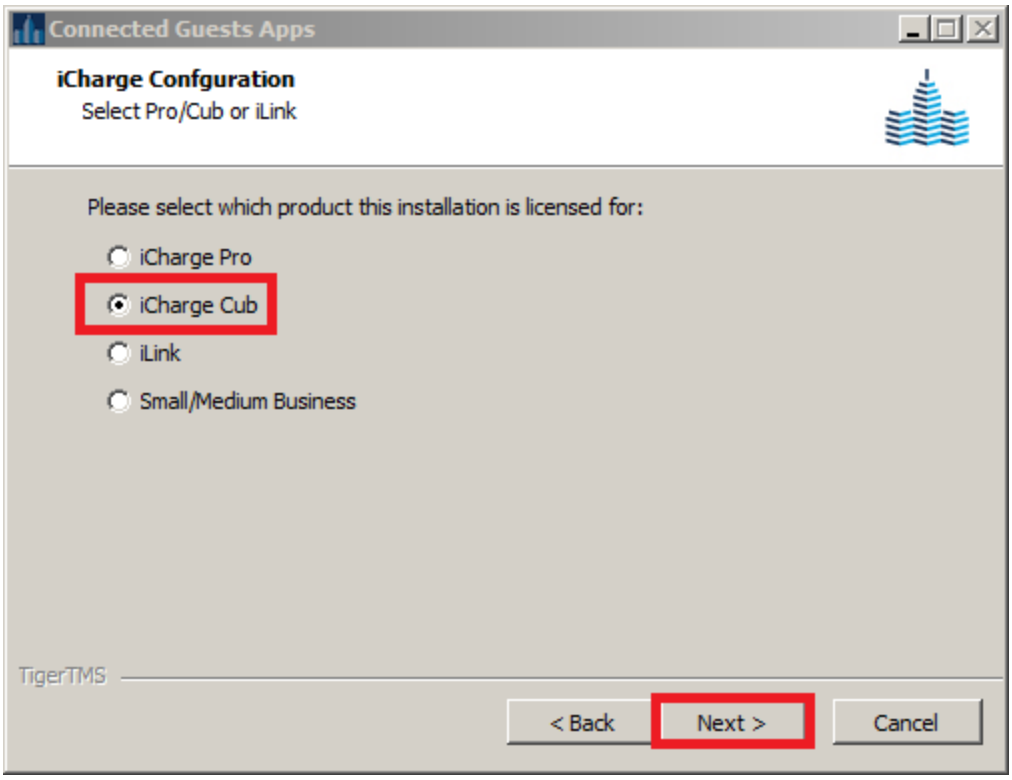
c: [cpu2] is where the software will be installed. Click **Next** to continue.



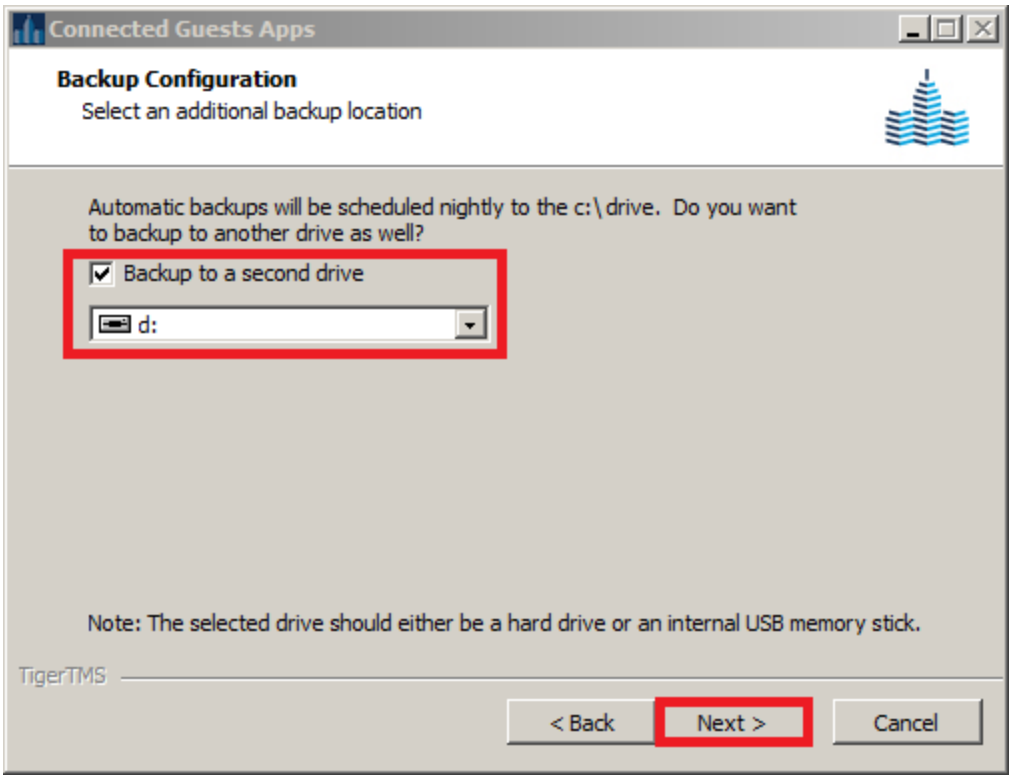
You don’t need to choose anything on this screen. Click **Next** to continue.



Choose **iCharge Cub**. Click **Next** to continue.

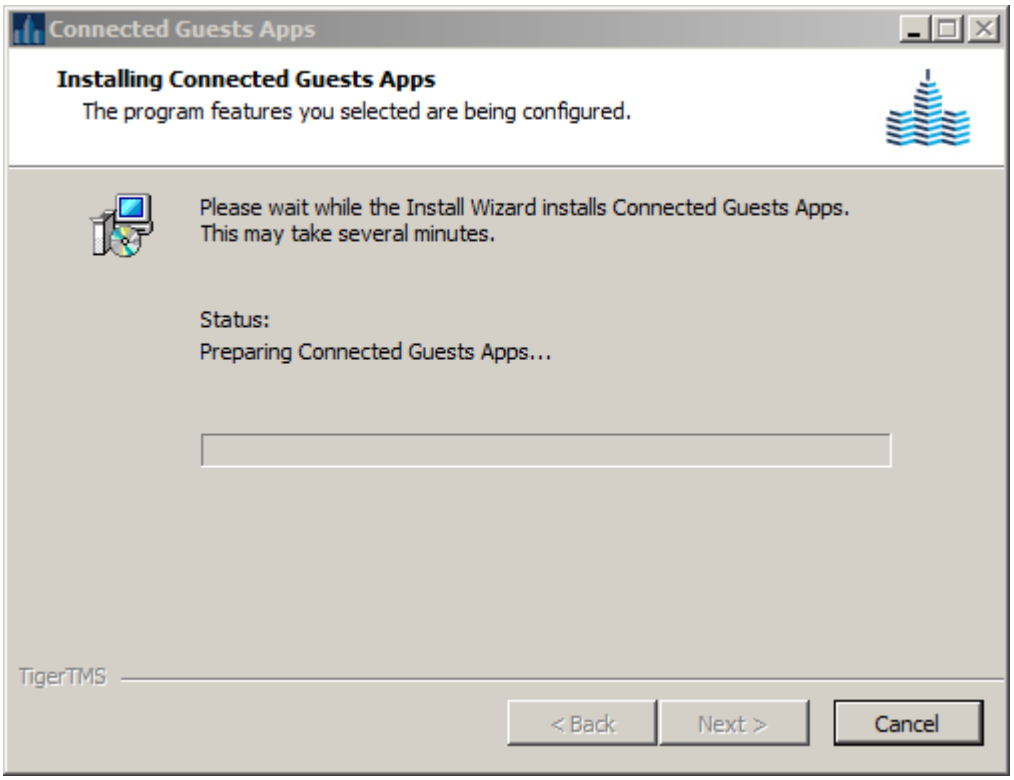


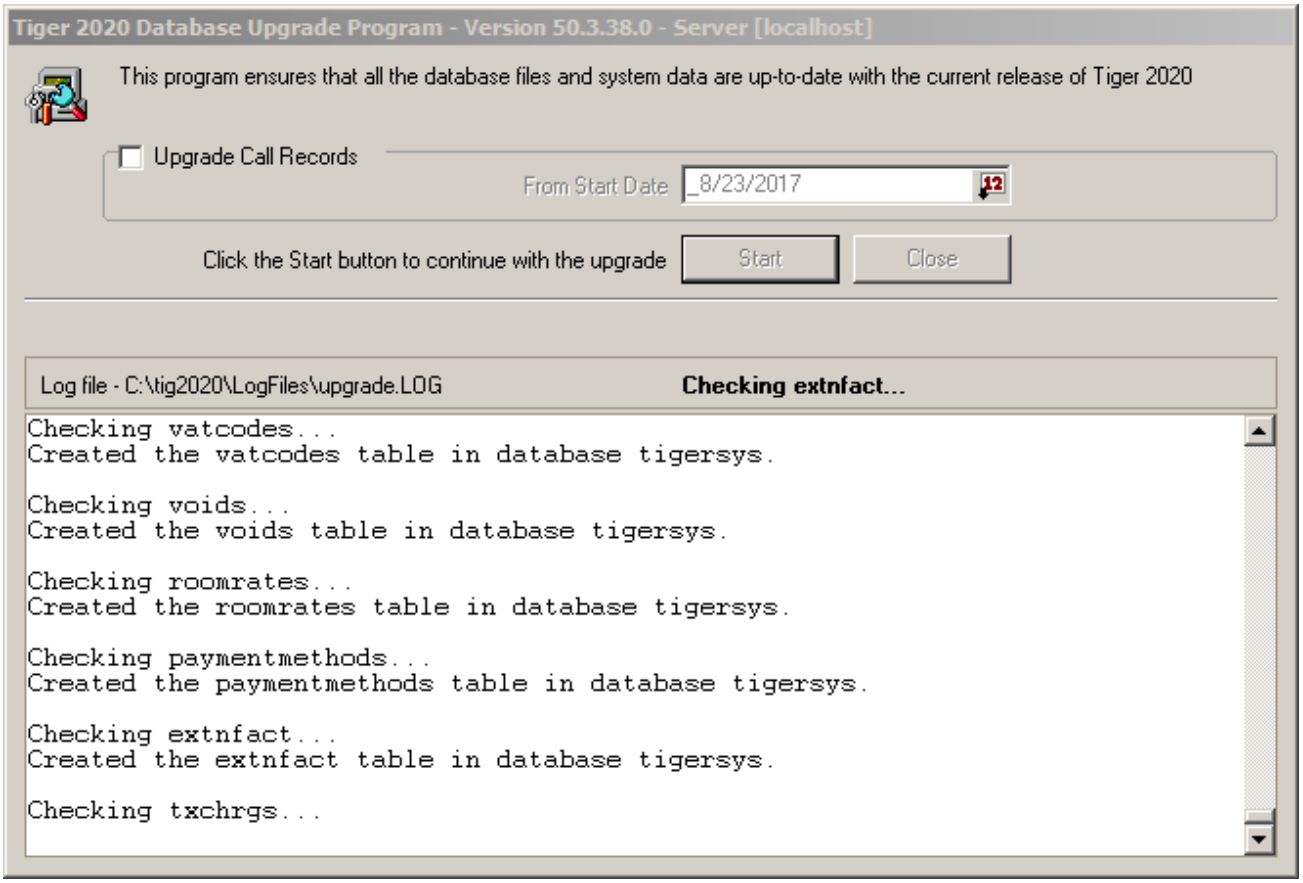
Check the box **Backup to a second drive.** Click the drop-down box and select **d:** then click **Next**



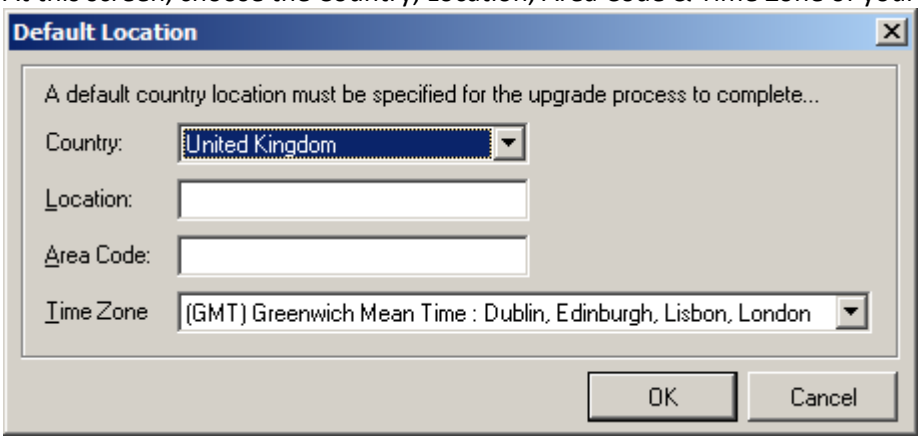
Click **Install** to run the installer.

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



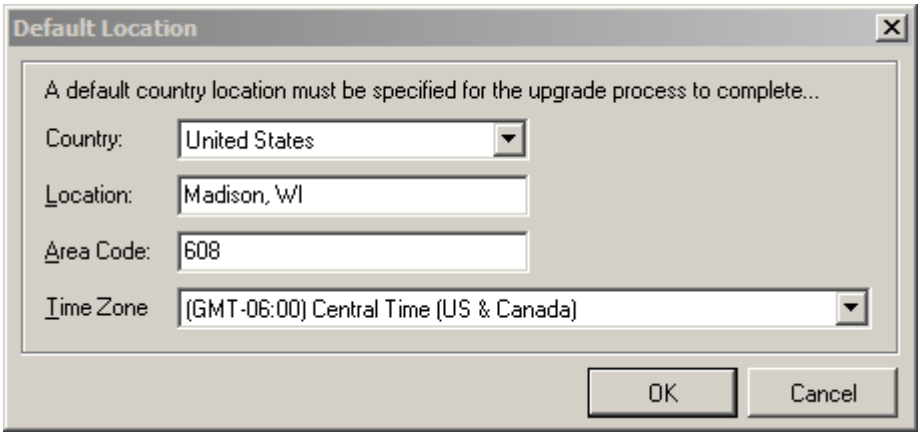


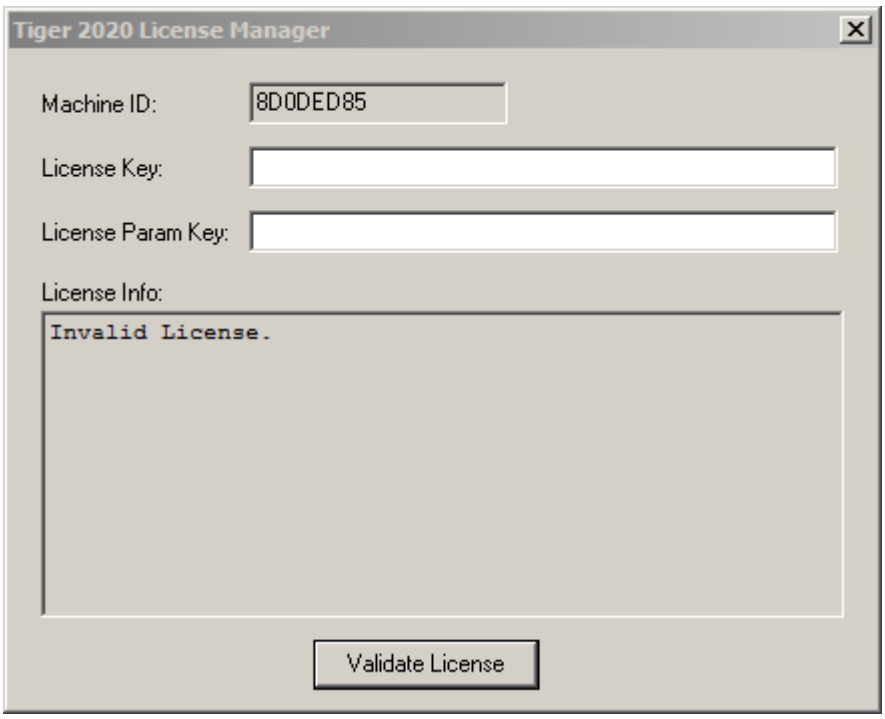
At this screen, choose the Country, Location, Area Code & Time Zone of your installation.



Click **OK** to continue

Example





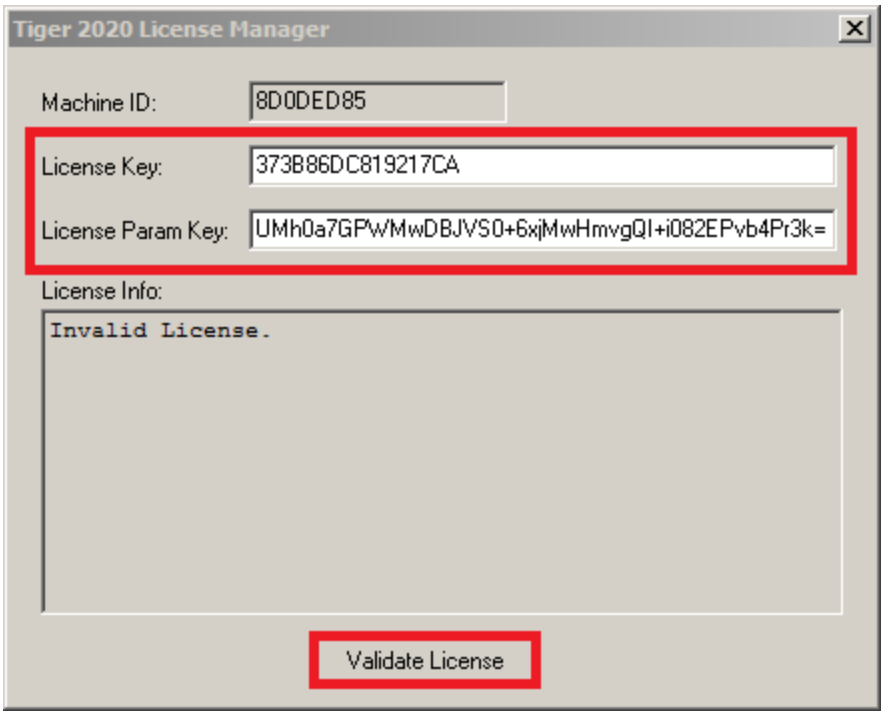
You cannot proceed further without a License based on the systems Machine ID. Contact Connected Guests Technical Support at **800-424-6757, option 1** and provide the Connected Guests technician with the following information:

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

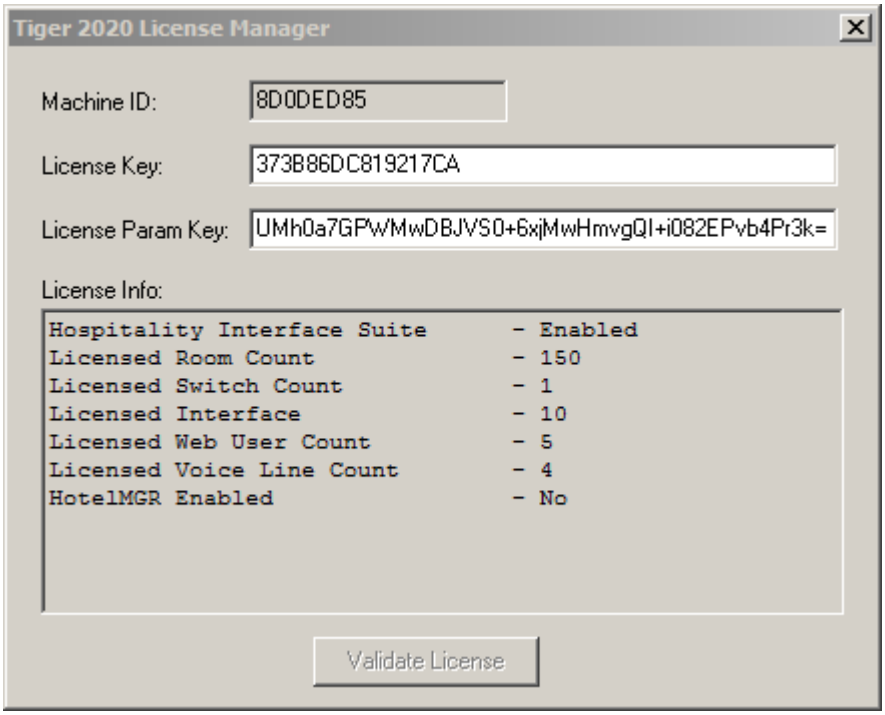
Once the licence has been generated, Connected Guests Technical Support will email the systems licence to you.

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

Example

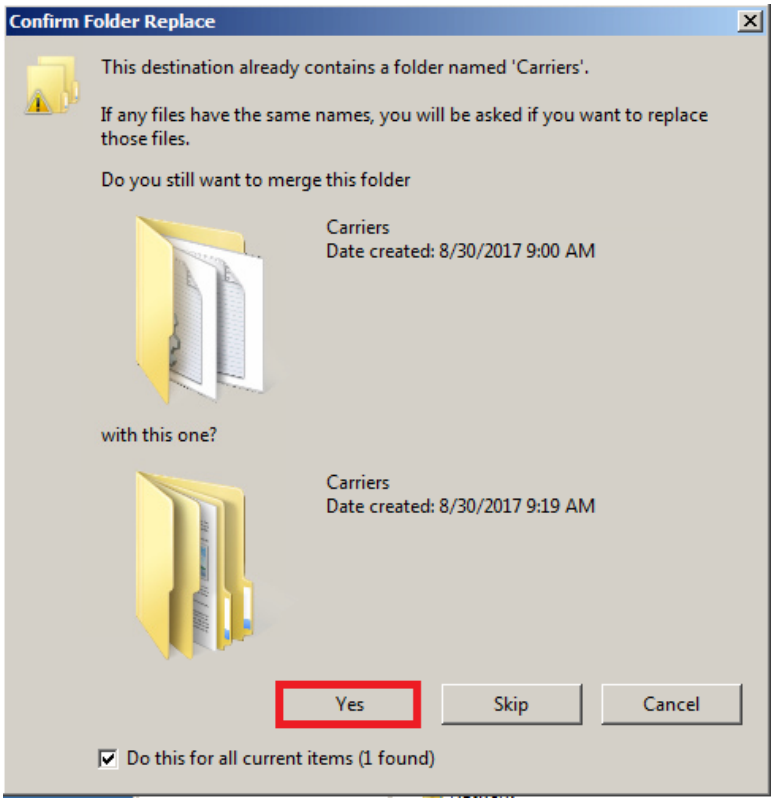


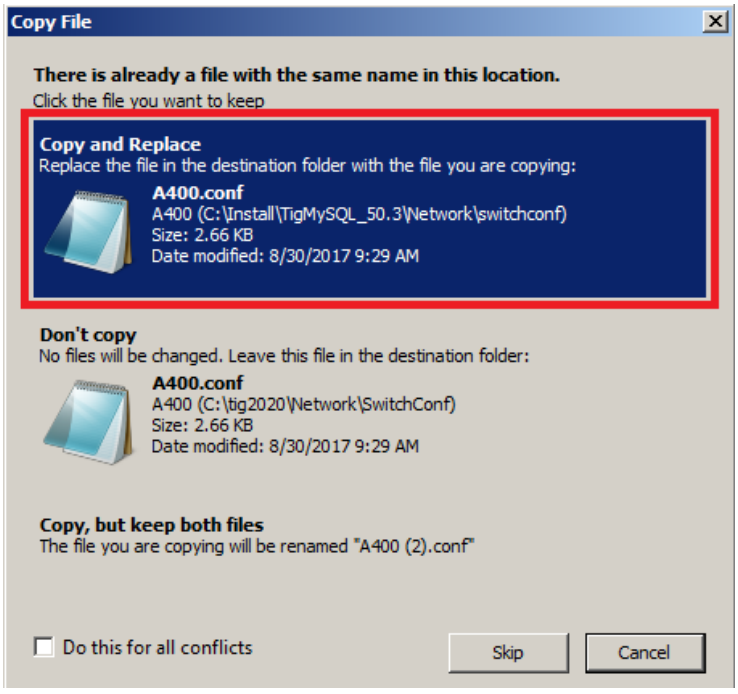
Example



Click in the windows upper right corner to continue.

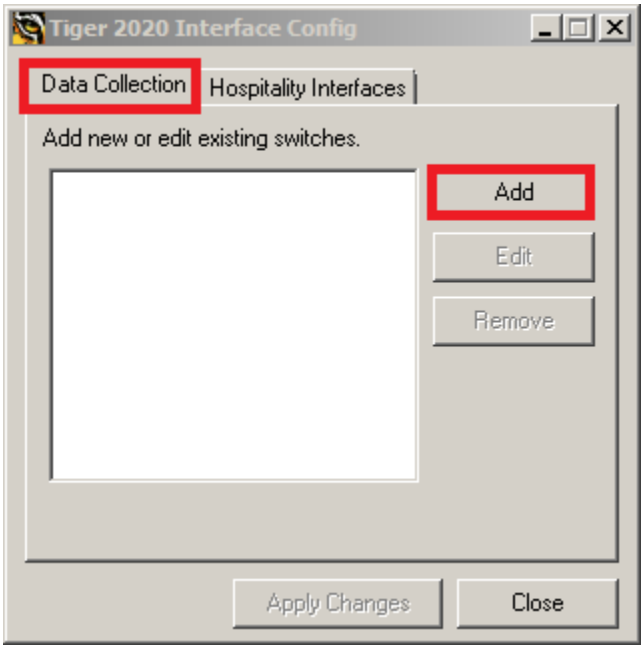
Before proceeding further with the iCharge configuration, browse to the USB storage device containing the iCharge installer files. Open the folder called **TigMySQL_50.3.** Highlight all folders/files contained in this directory, right-click and choose **Copy.** Then paste these folders directly into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





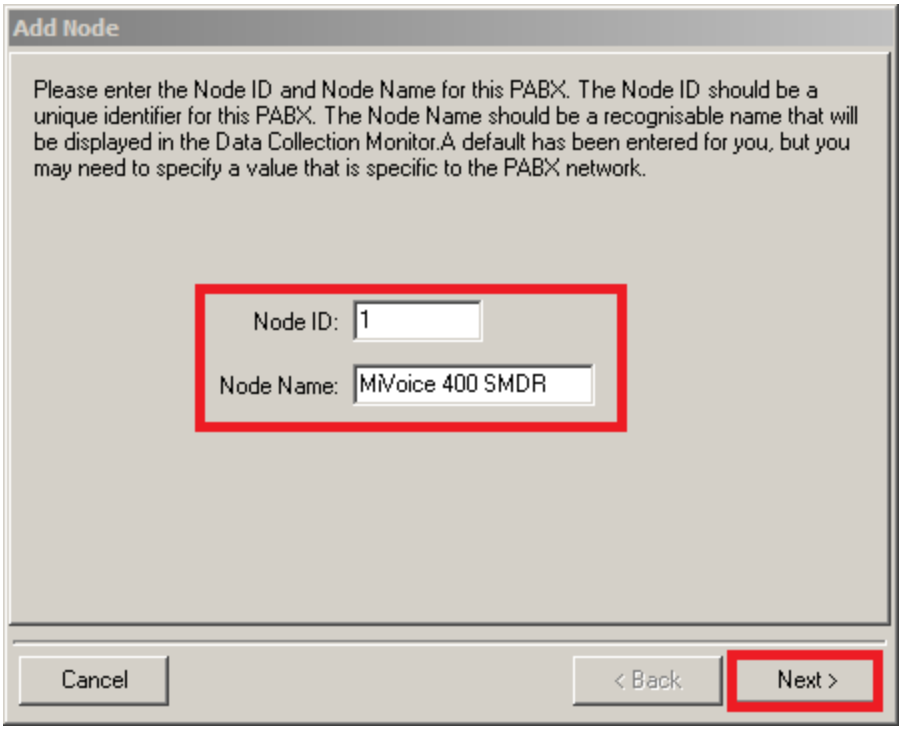
You may now continue with the iCharge configuration.

Stay on the Data Collection tab, and click **Add**

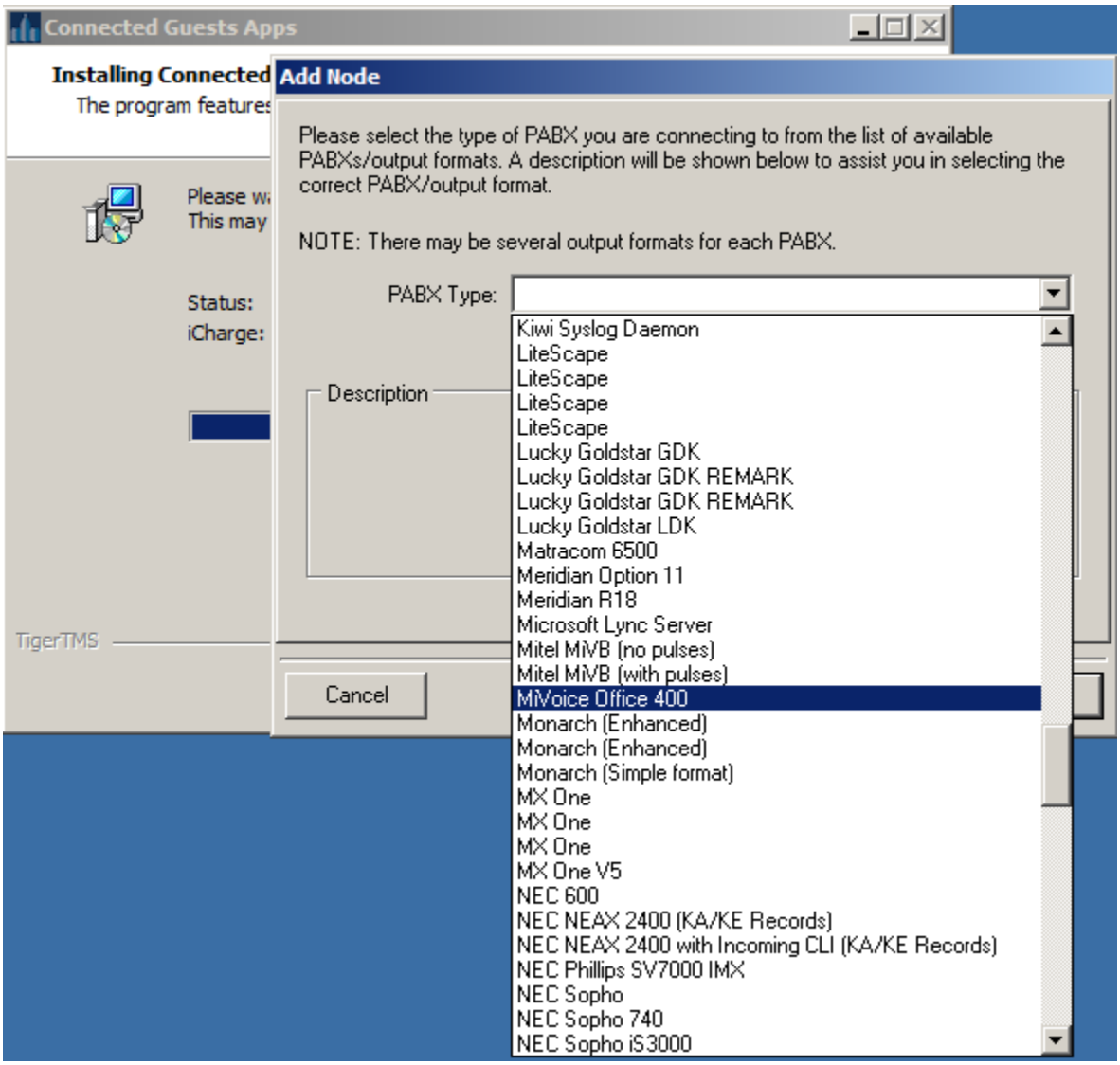


Add a Node ID and Node Name. Click **Next**

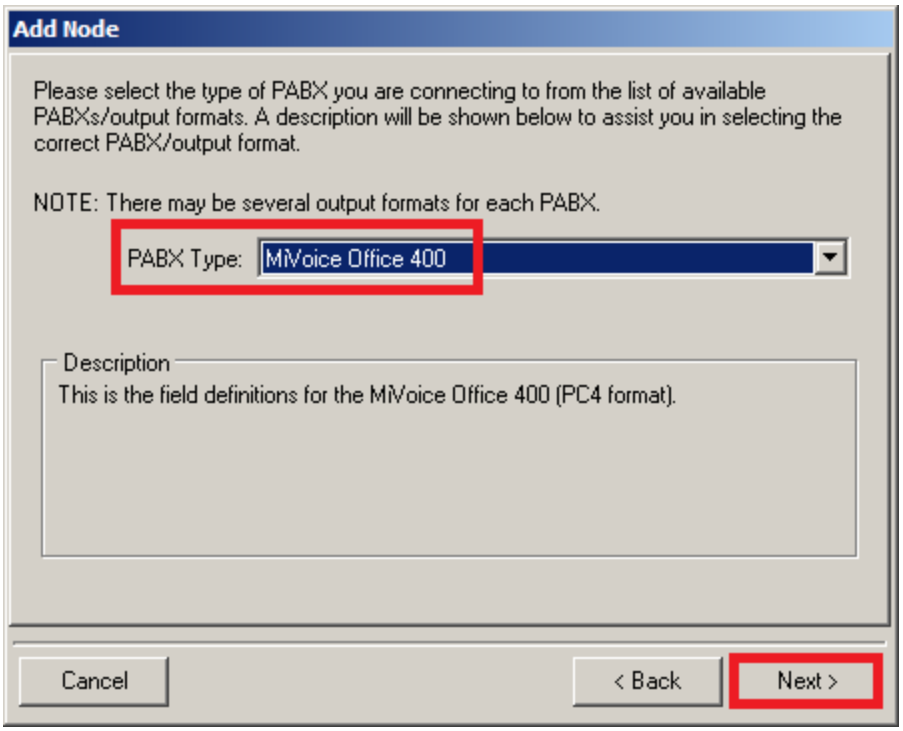
Example



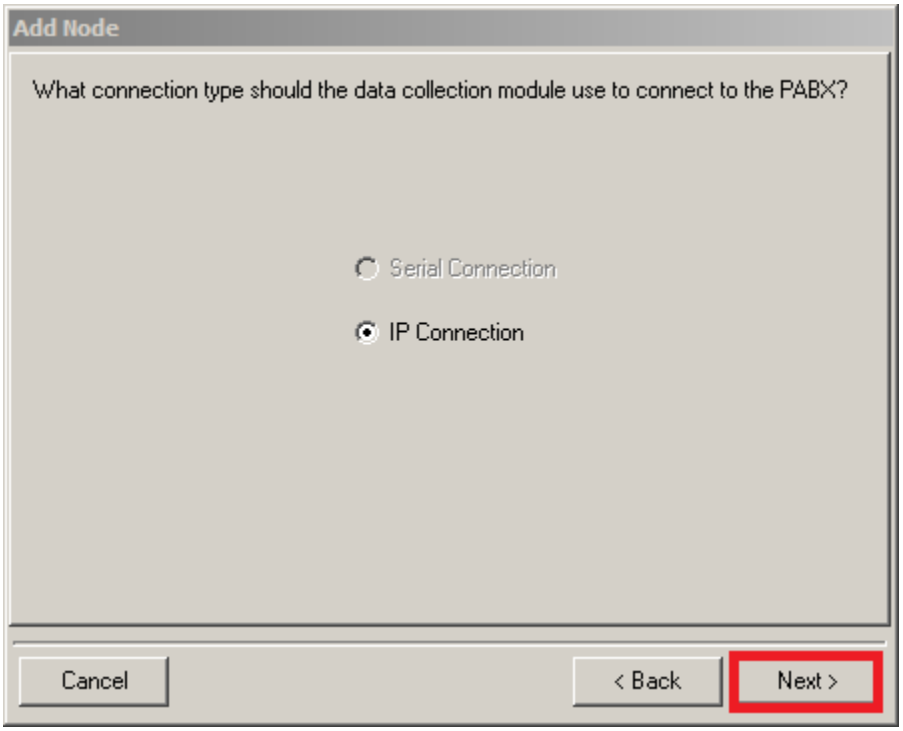
Click on the down arrow and find MiVoice Office 400.

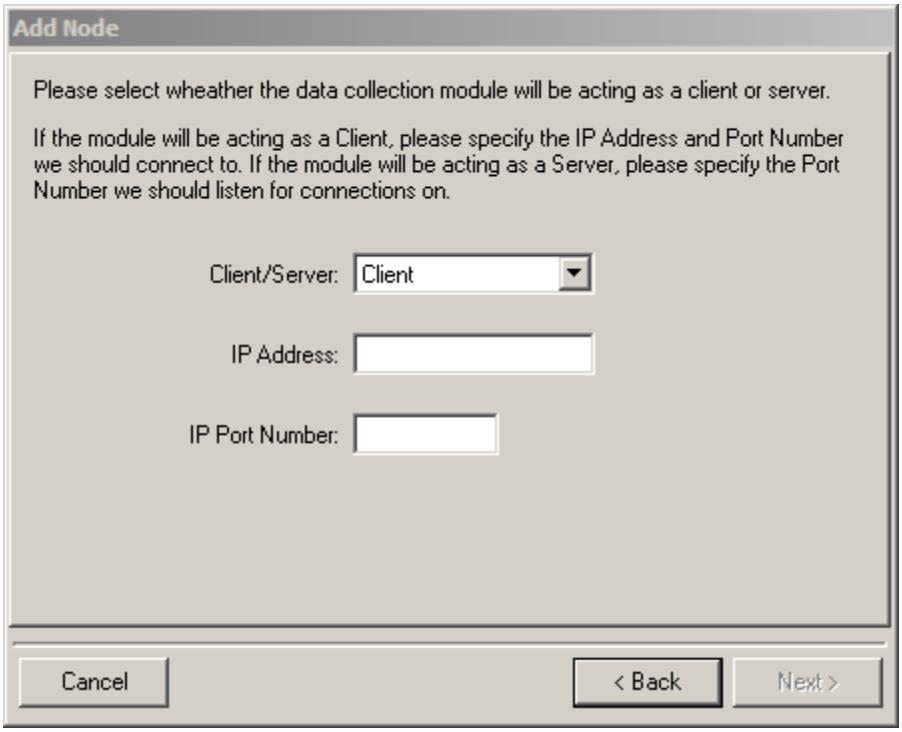


Click **Next**

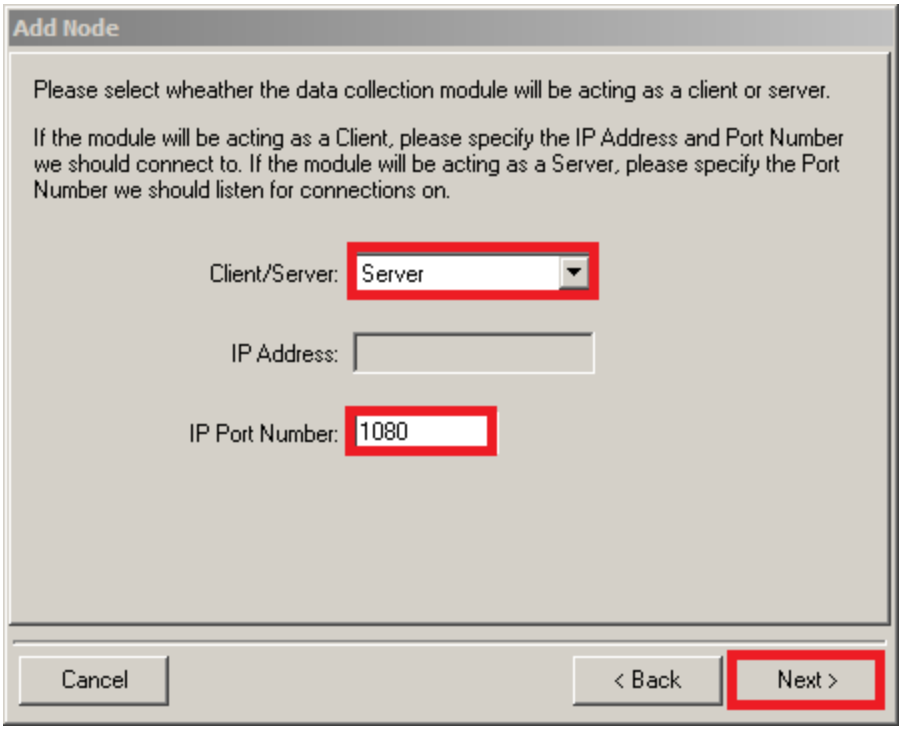


Click **Next**

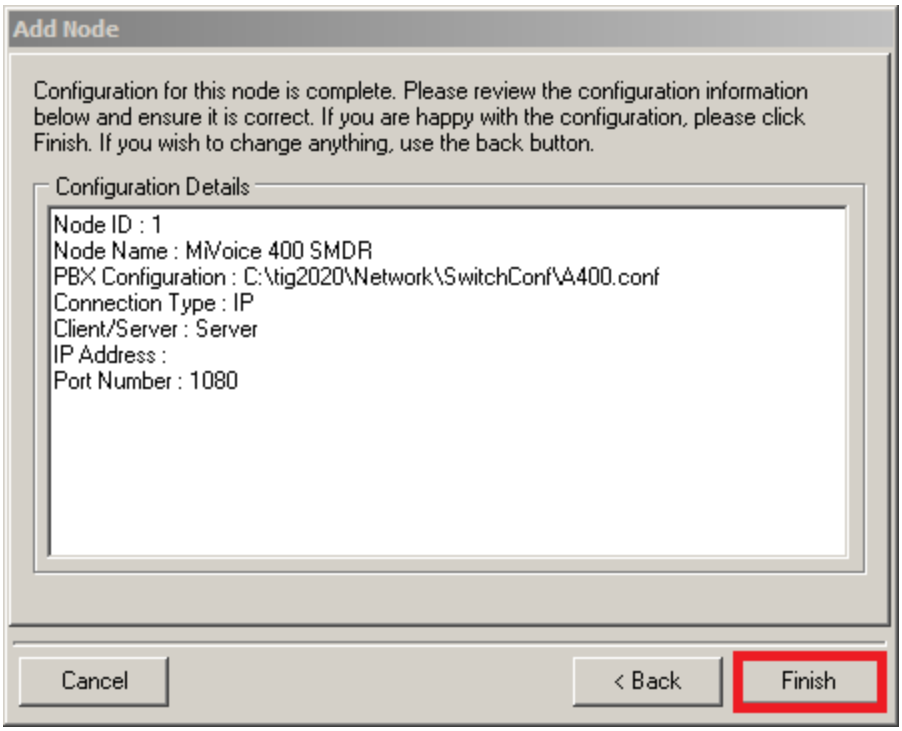




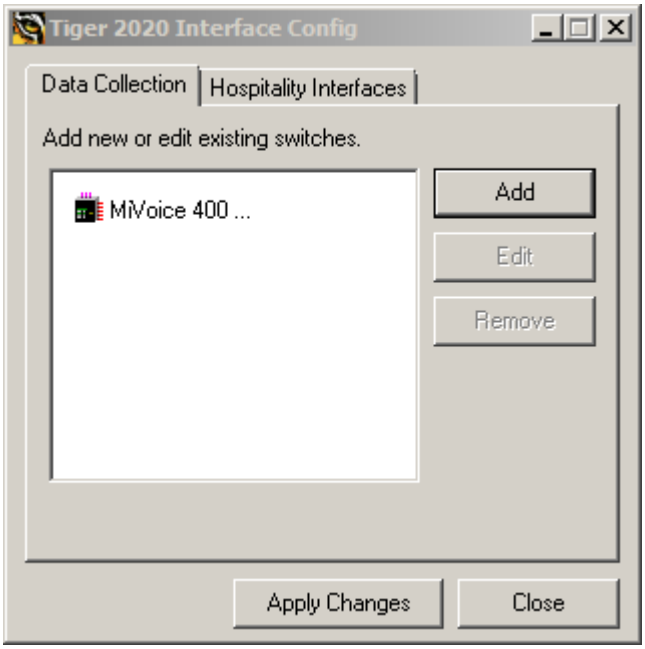
Click the down arrow and change to **Server**. Enter the IP Port Number as **1080**. Click **Next**



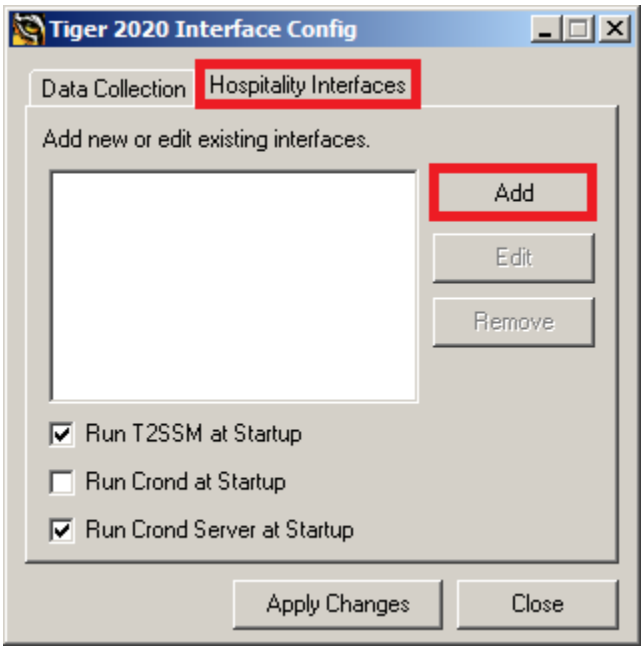
Review your work. To change a setting, click **Back**. If all is correct, click **Finish**



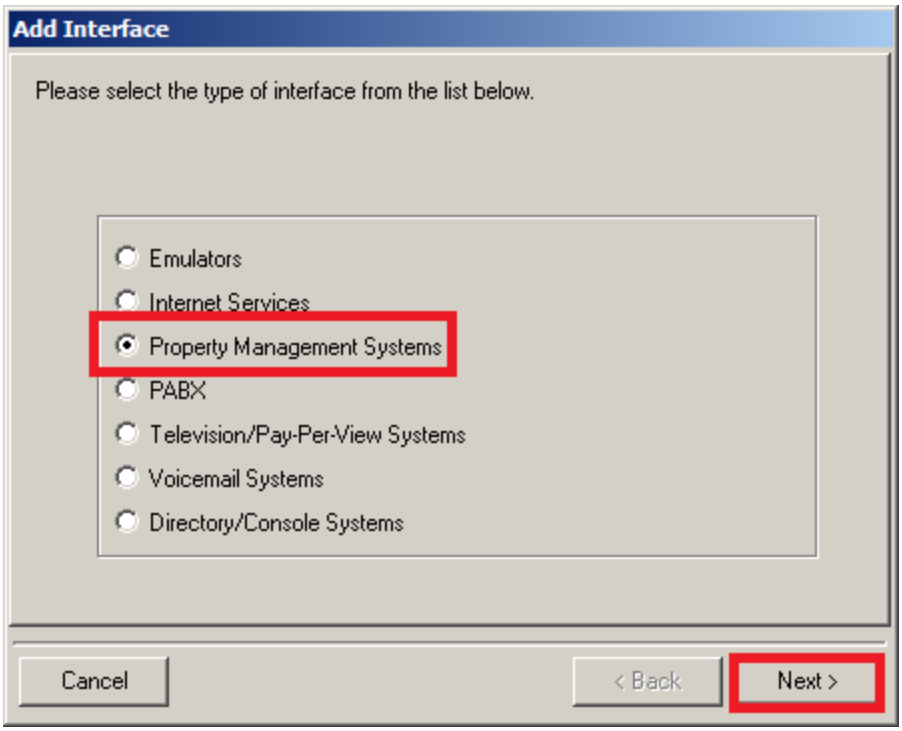
The PBX Node for collecting SMDR records from the MiVO 400 has now been added.



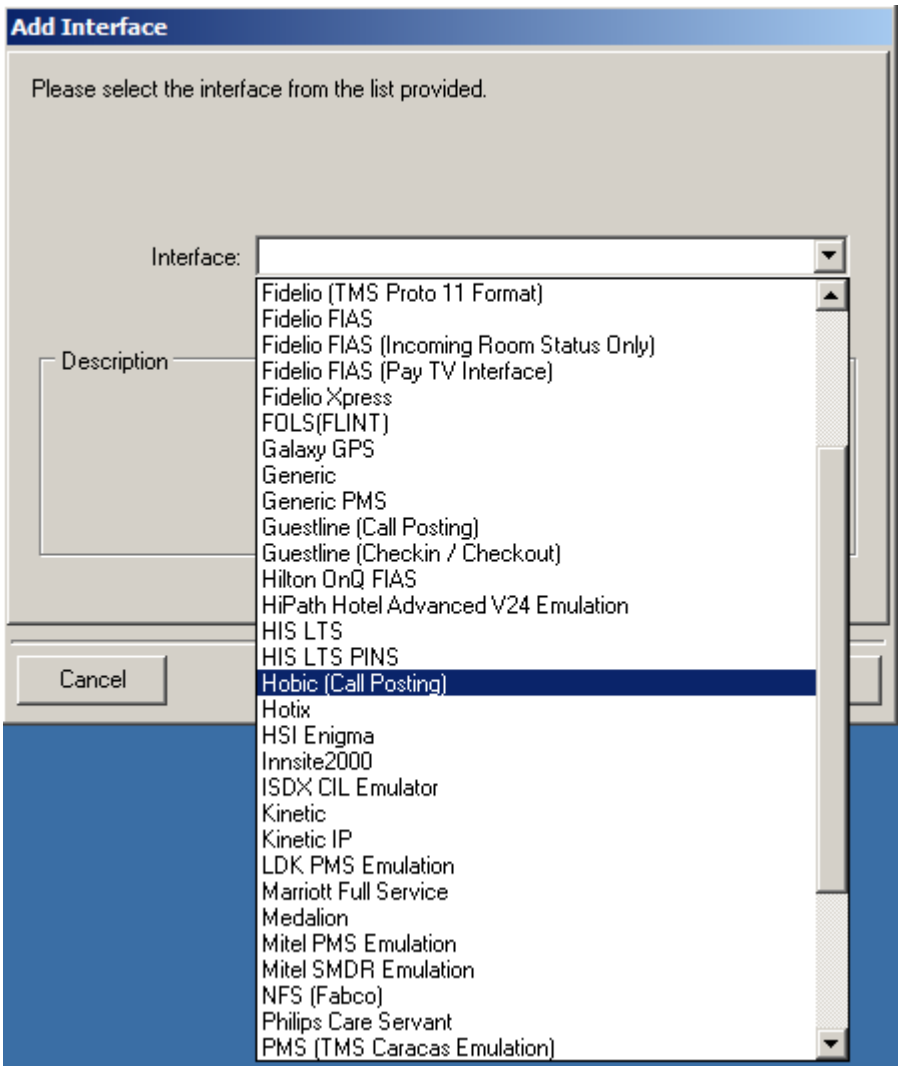
Next, select the **Hospitality Interface** tab. Click **Add**



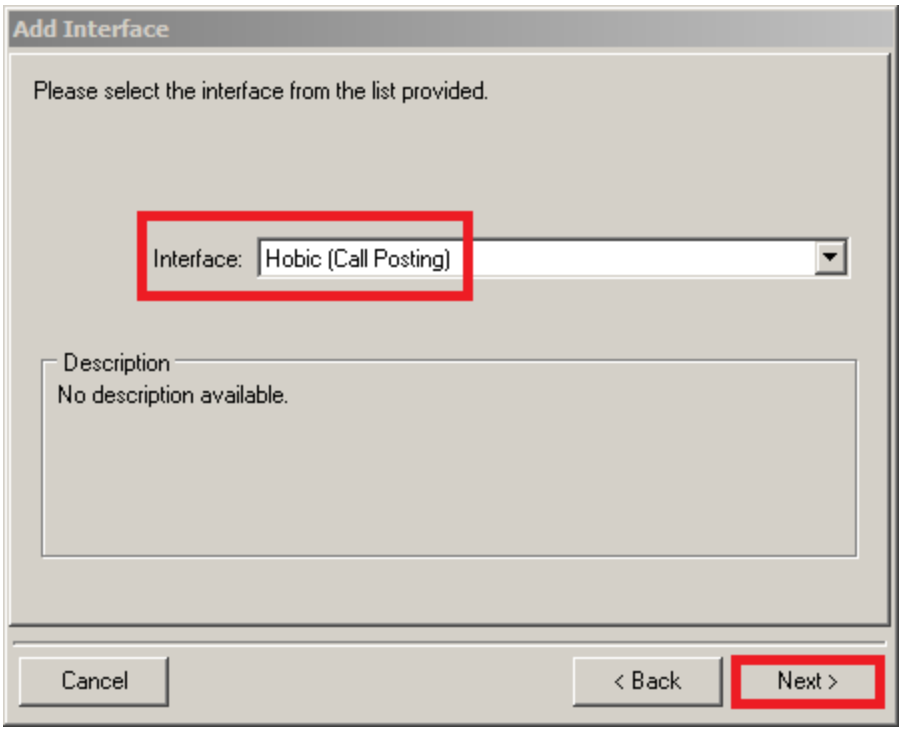
Select **Property Management Systems**. Click **Next**



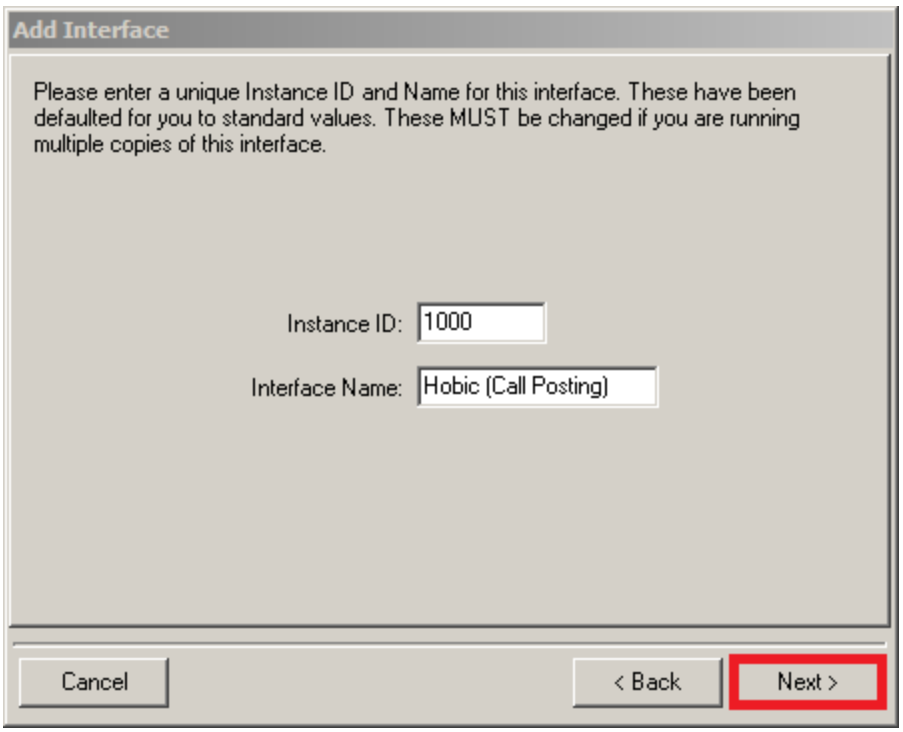
Click on the down arrow and find Hobic (Call Posting)



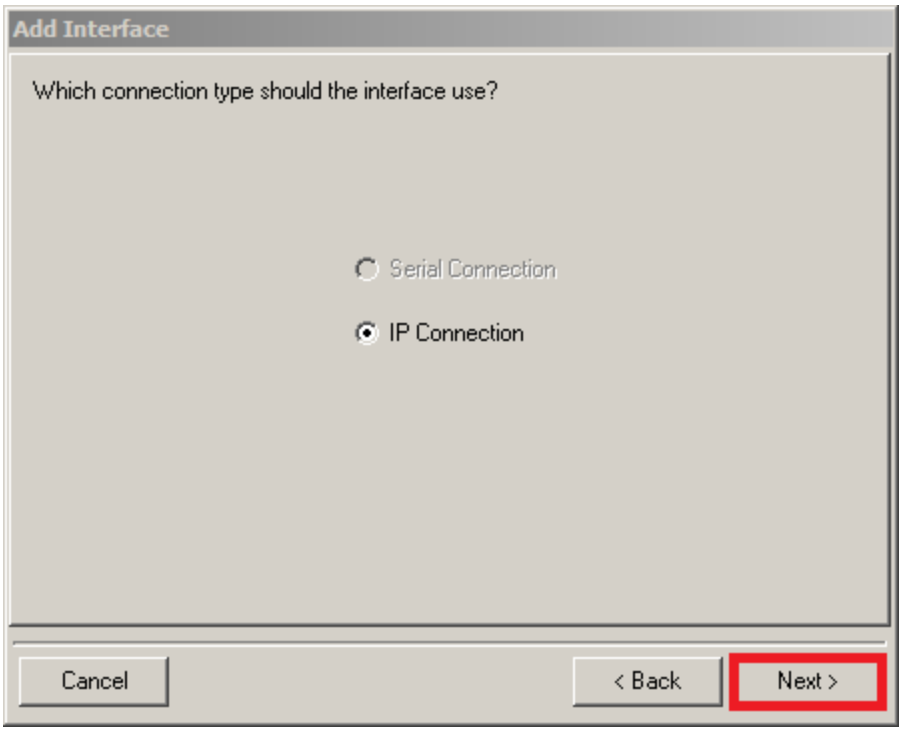
Click **Next**



Click **Next**

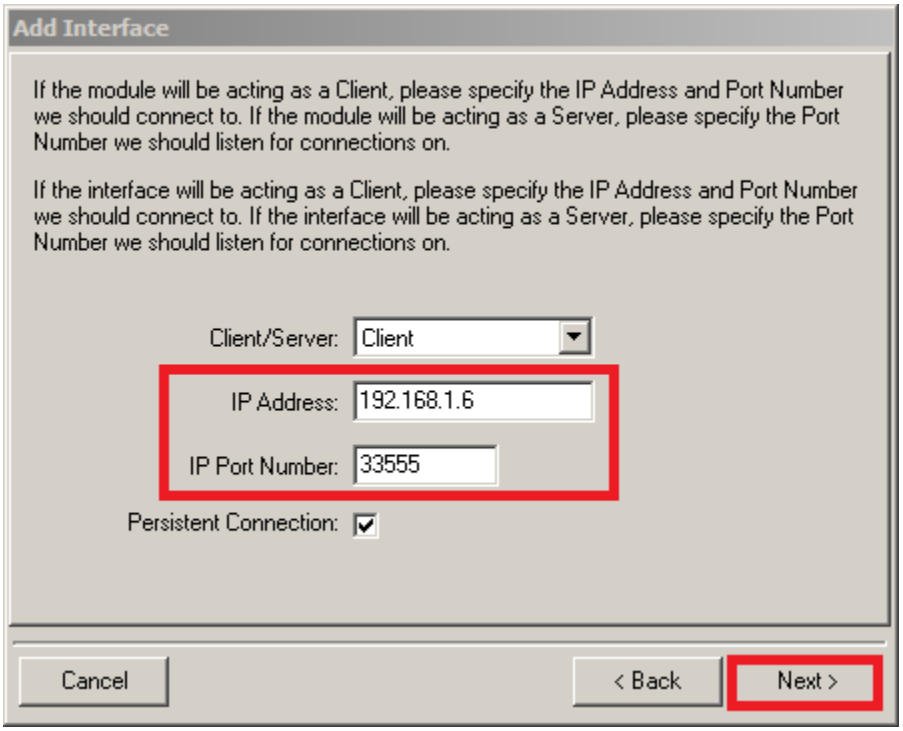


Click **Next**



Enter the IP address and port number that's assigned to the iPocket[1] your going to use for this interface.

Example

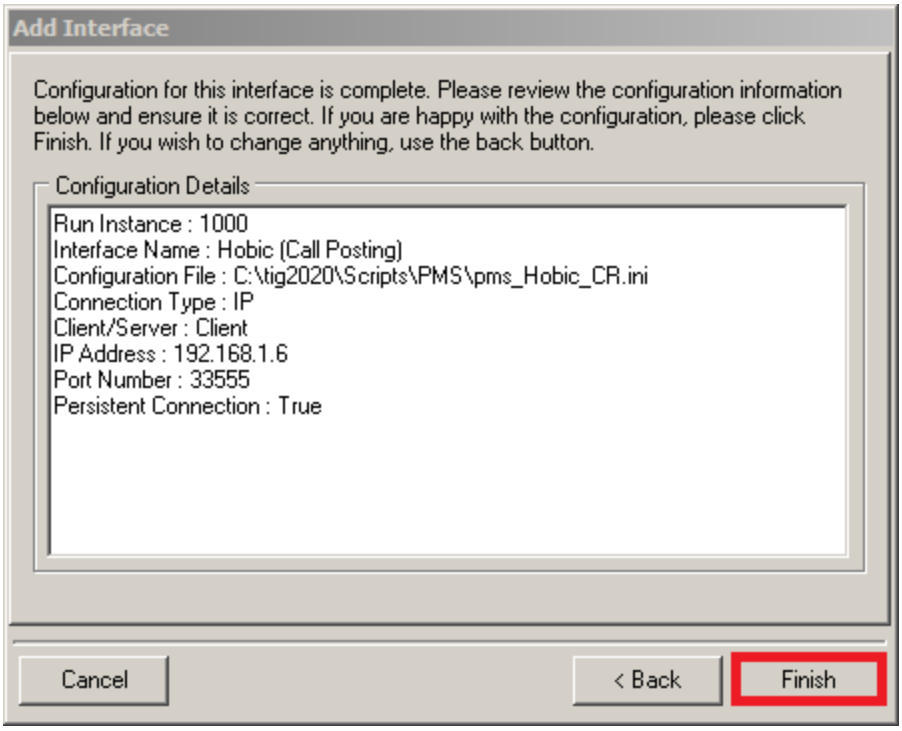


Click **Next**

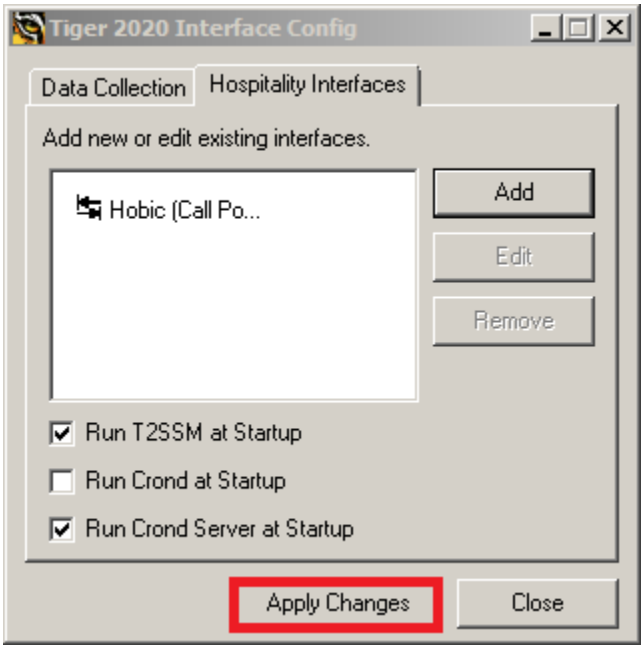
[1] iPockets are used if the PMS only supports RS-232 serial conmmunications. If a PMS does support a direct IP connection, an iPocket may not be needed.

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

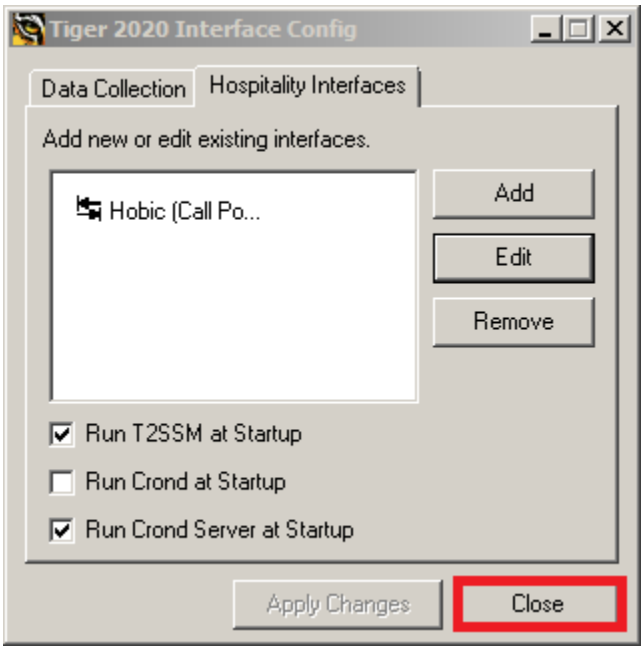
Example



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



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

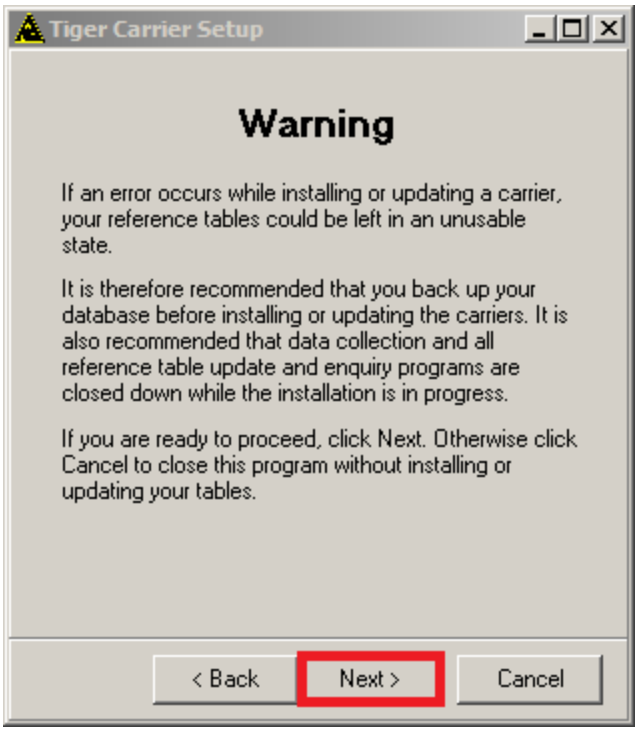


Using the Carrier Setup Wizard

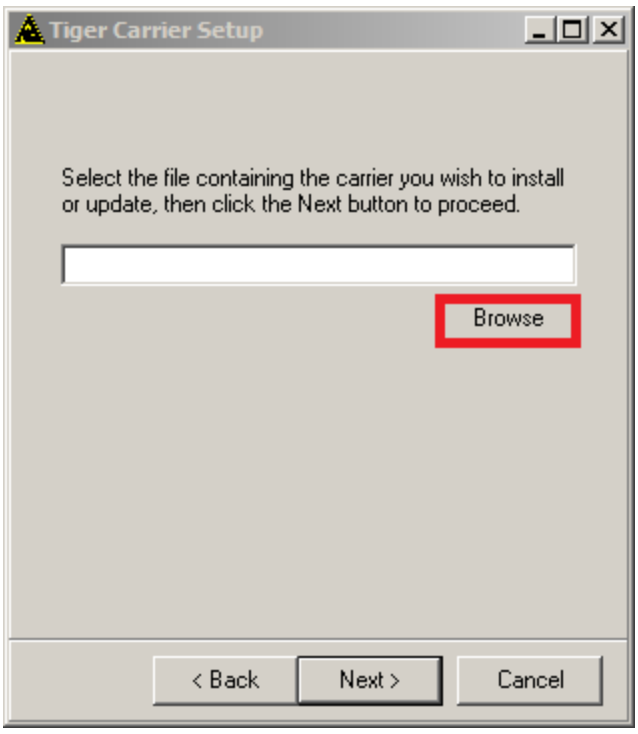
This next step will install the carrier pricing structure for USA installations only. If your installation is in a different country (i.e. Canada), please contact Connected Guests Technical Support at **800-424-6757, option 1** to receive the correct carrier for your country.

Click **Next**

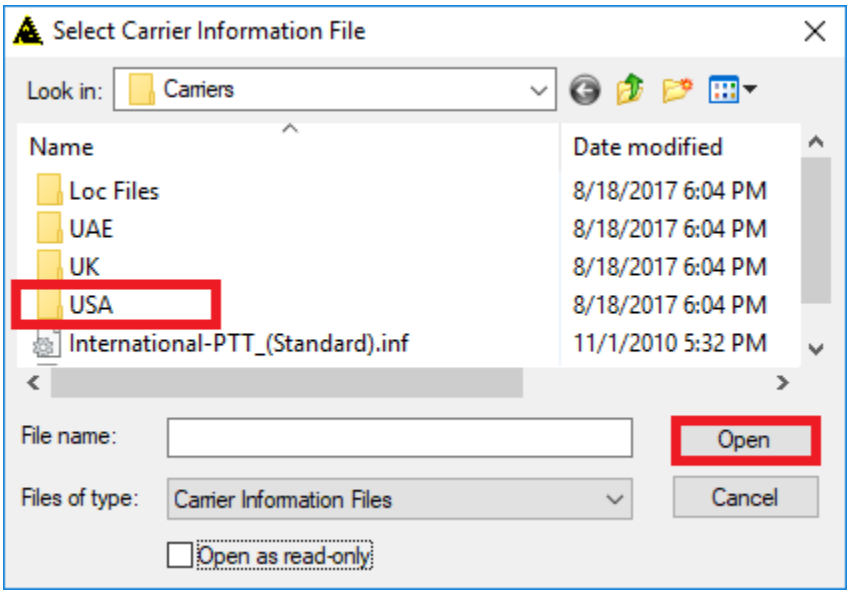
Click **Next**



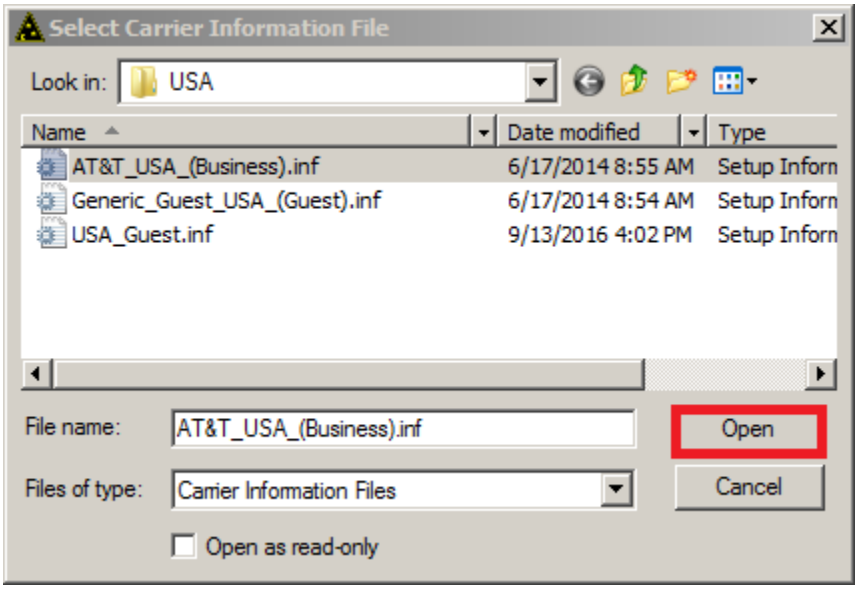
Click **Browse**



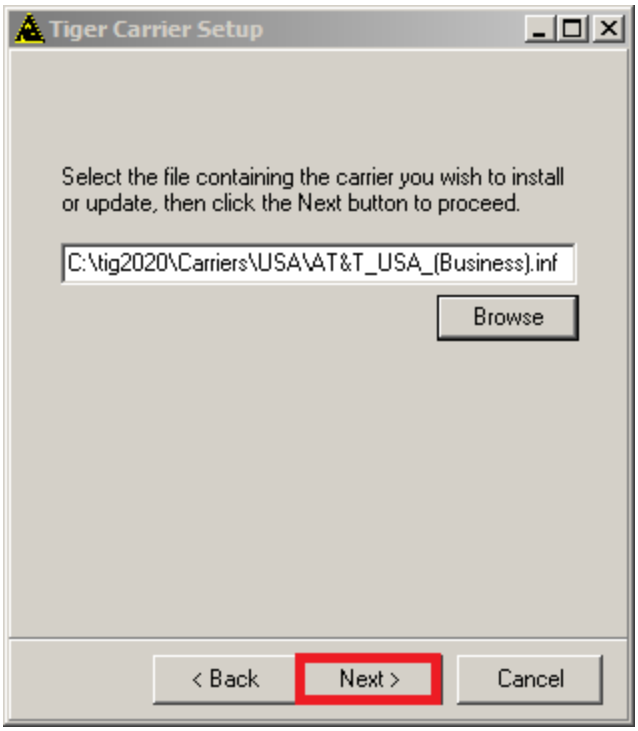
Select the **USA** folder, and click **Open**



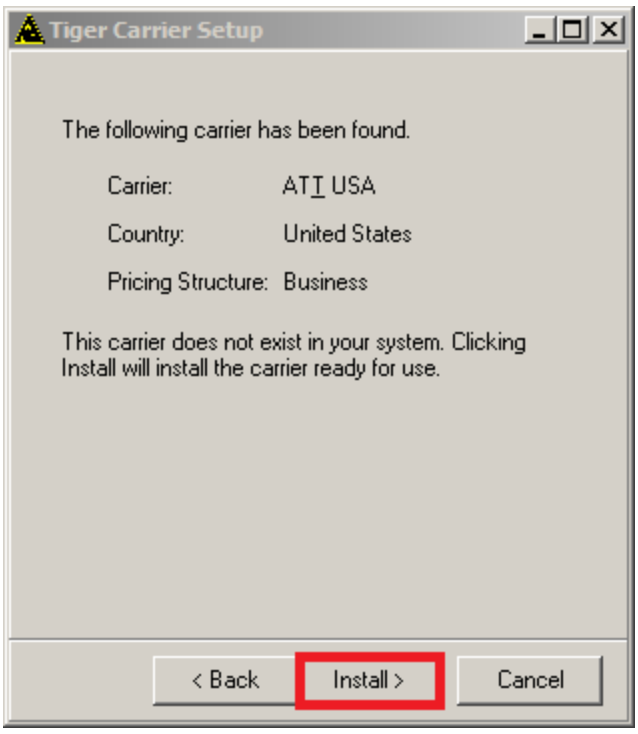
Select **AT&T_USA_(Business).inf** and click **Open**



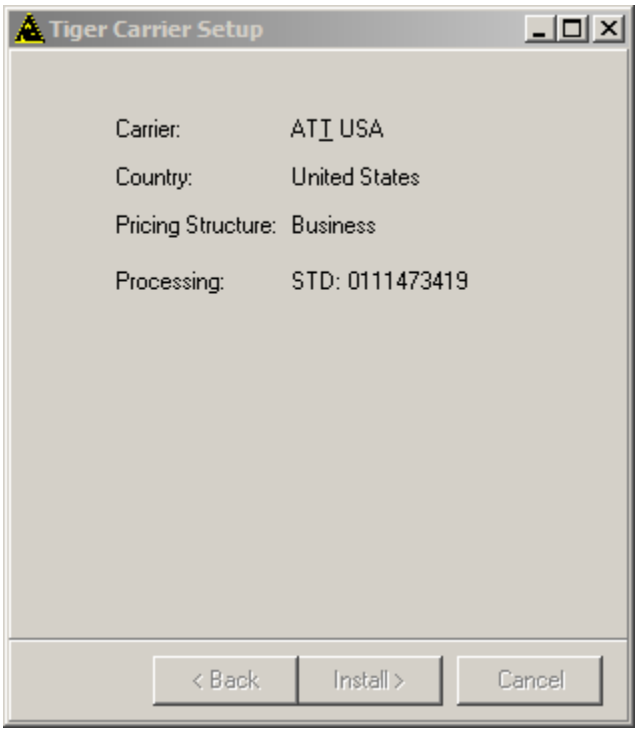
This will install the carrier for staff/administrative extensions. Click **Next**



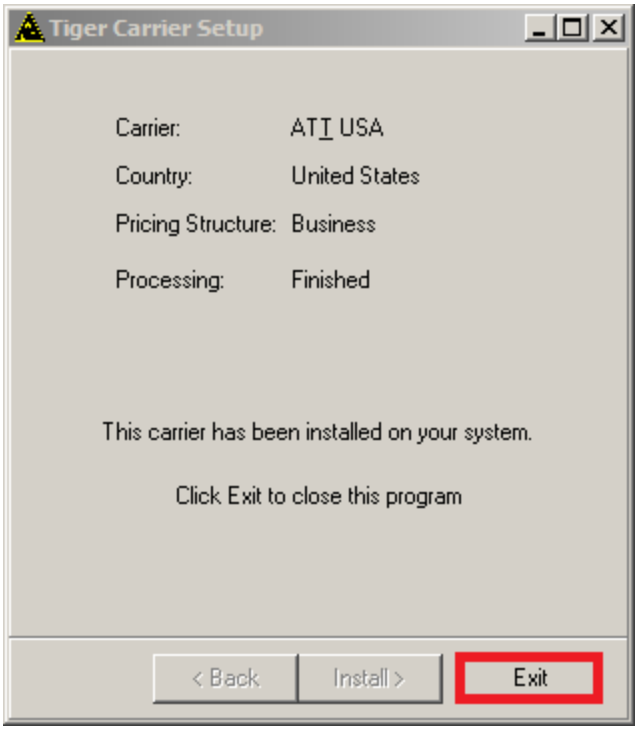
Click **Install**



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



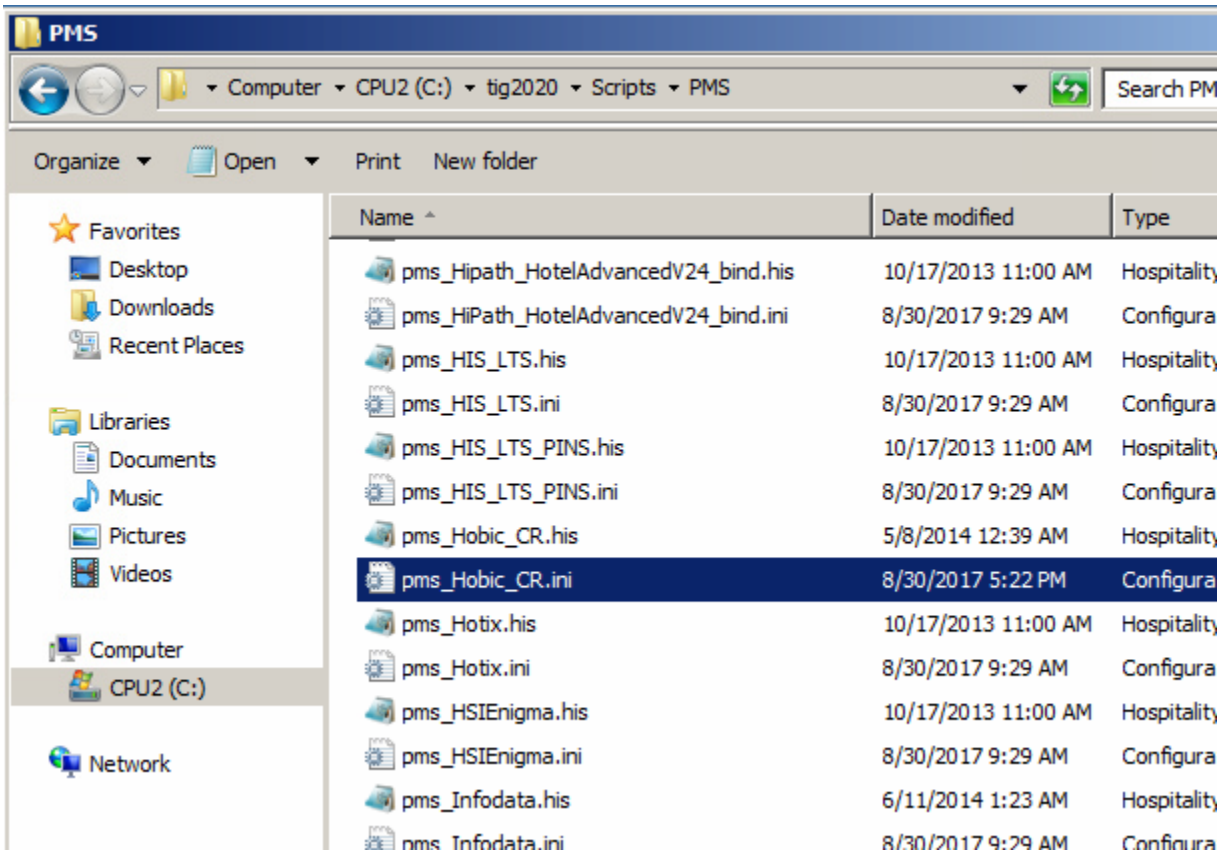
Click **Exit**



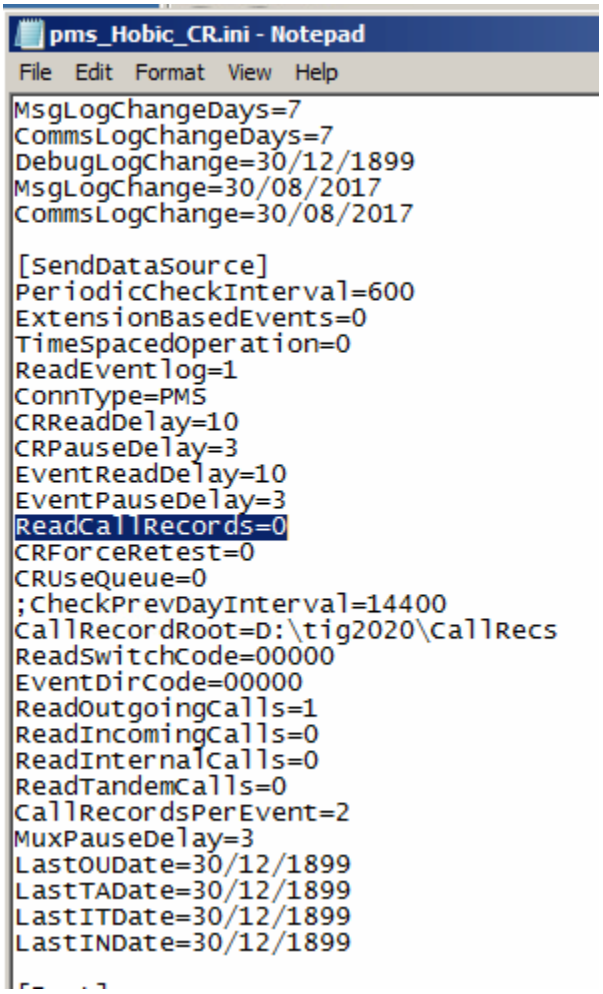
Before clicking Finish to reboot the CPU2-S

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

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

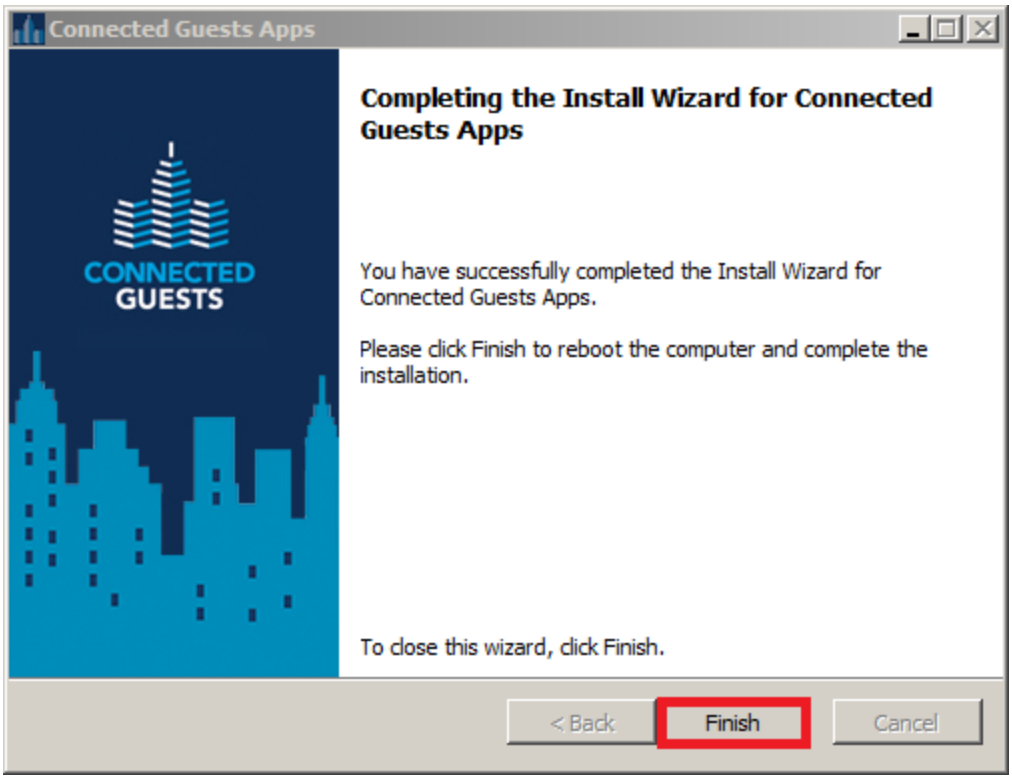


Scroll down and find the statement **ReadCallRecords=1** and change the 1 to a 0.



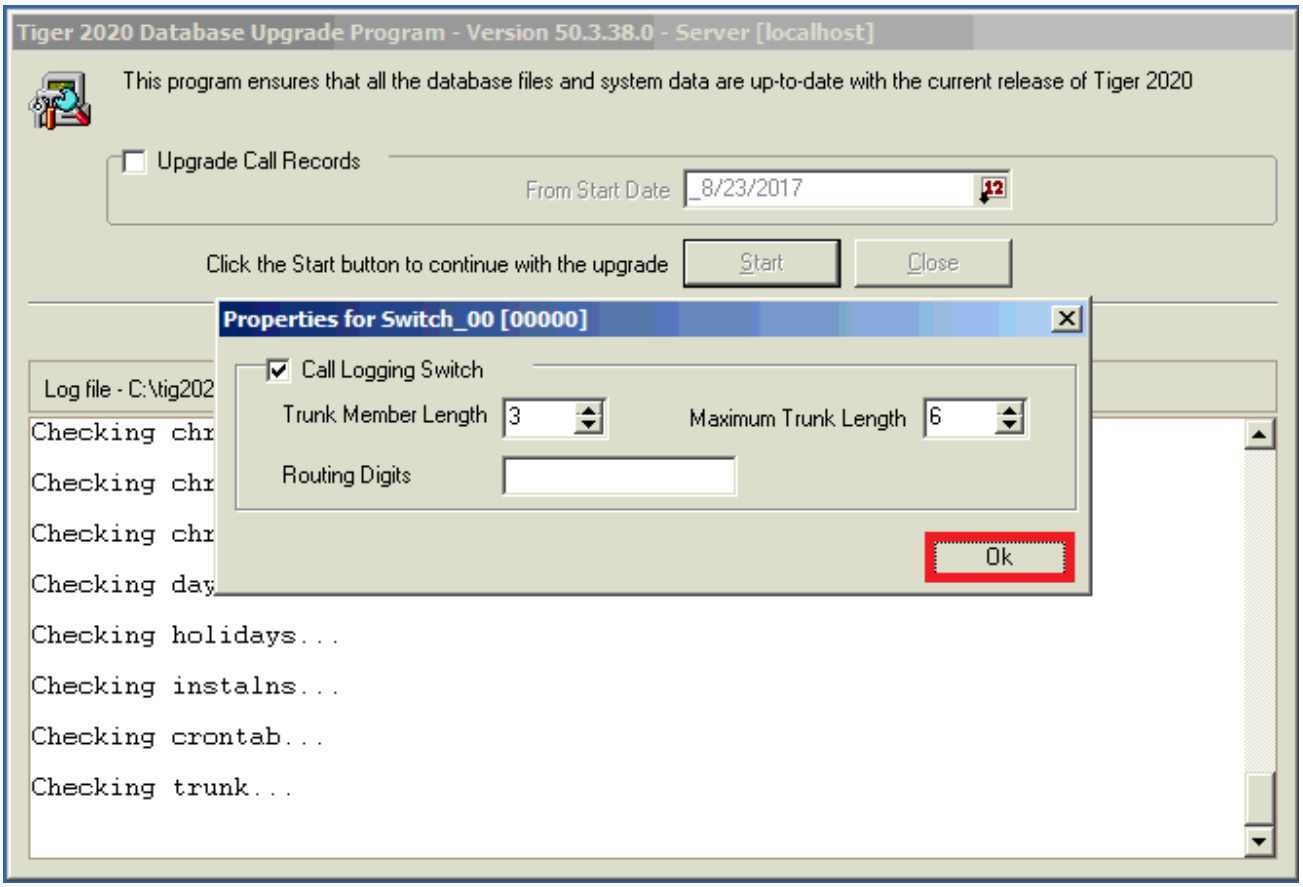
Click **File > Save.** Then Close the file

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

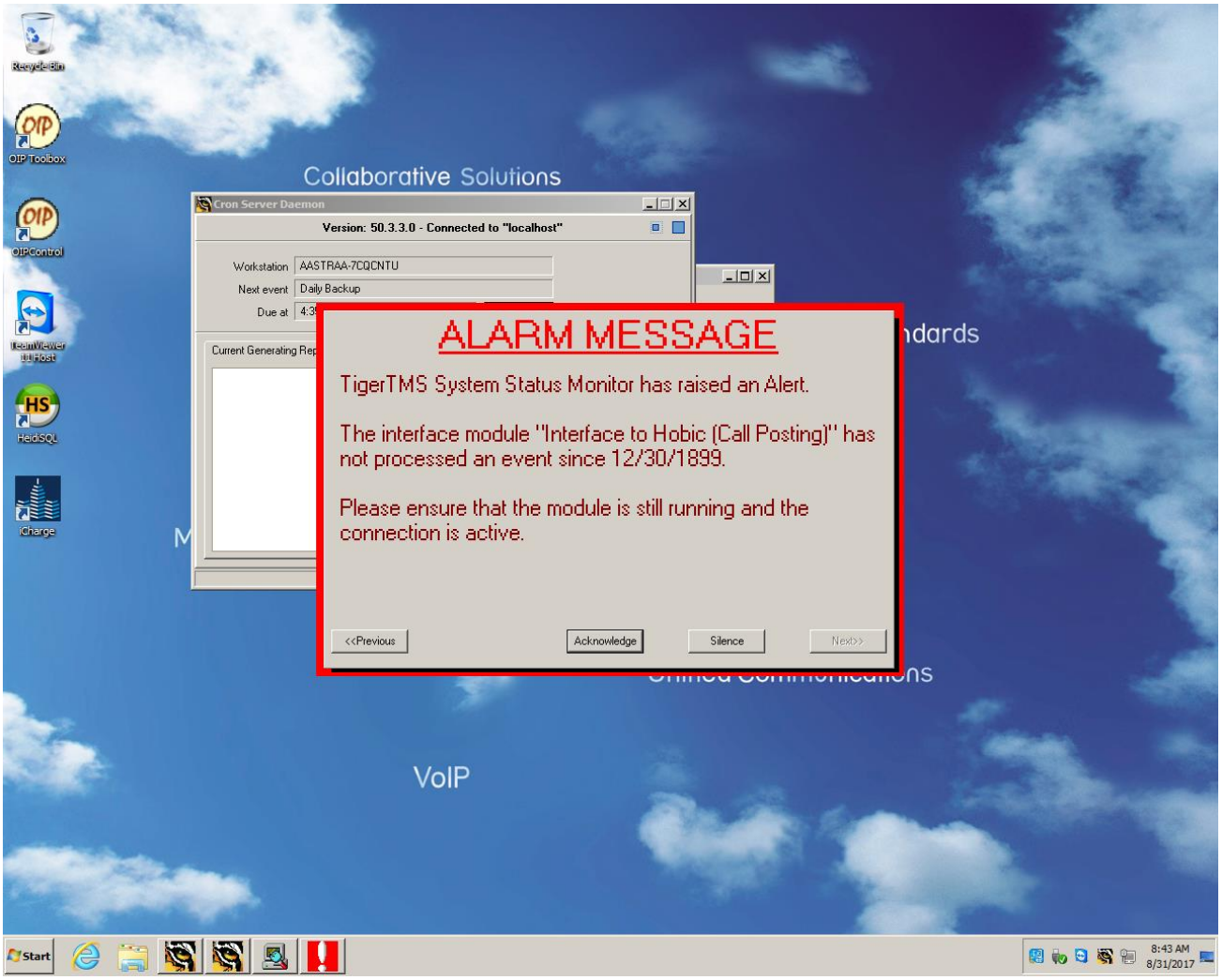


During system startup (after first restart)

iCharge's database Upgrade Program is set to run after the installer is complete and reboots for the first time. Click **Ok**

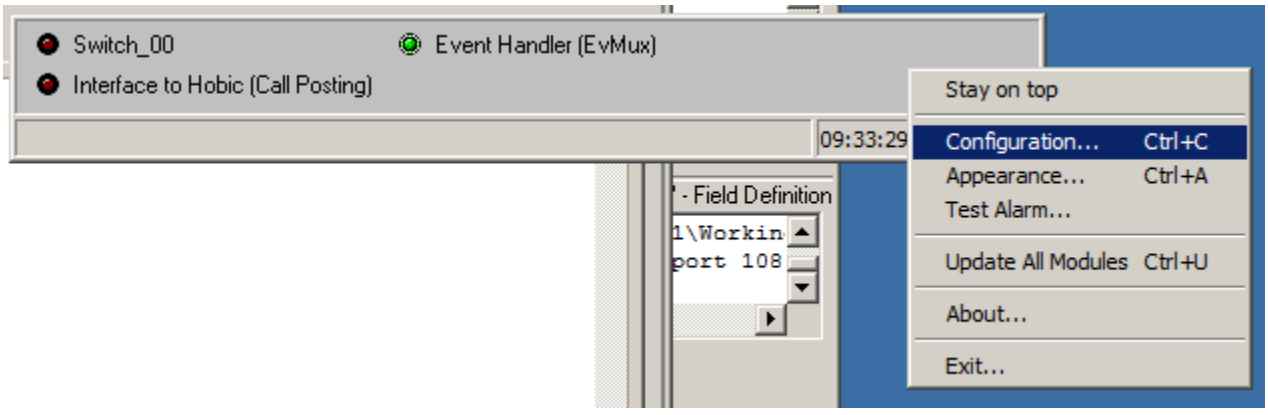


After first reboot, the CPU2-S desktop should appear similar to this:

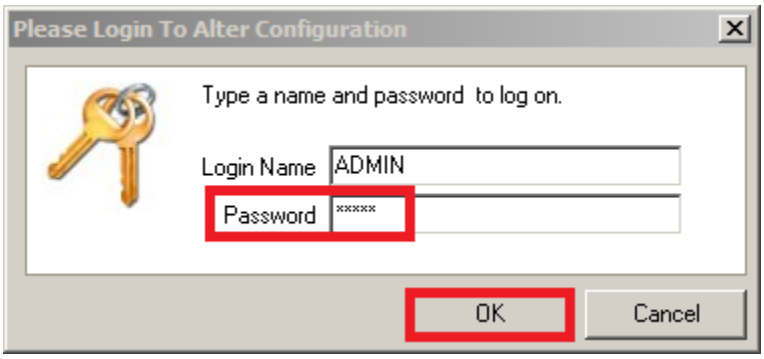


Click **Acknowledge** to dismiss the ALARM MESSAGE. This message by default will keep displaying on the systems desktop every minute, since there are no hobic records to process. To disable these visual alarm messages, do the following:

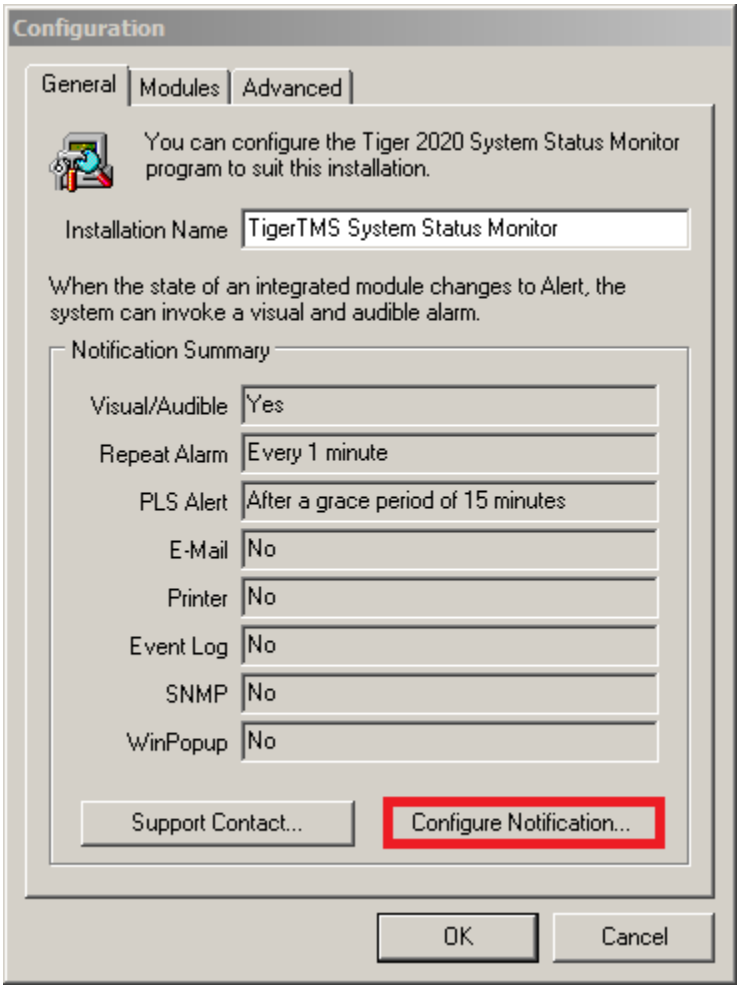
Right-click on the bottom bar of this window, and choose **Configuration**



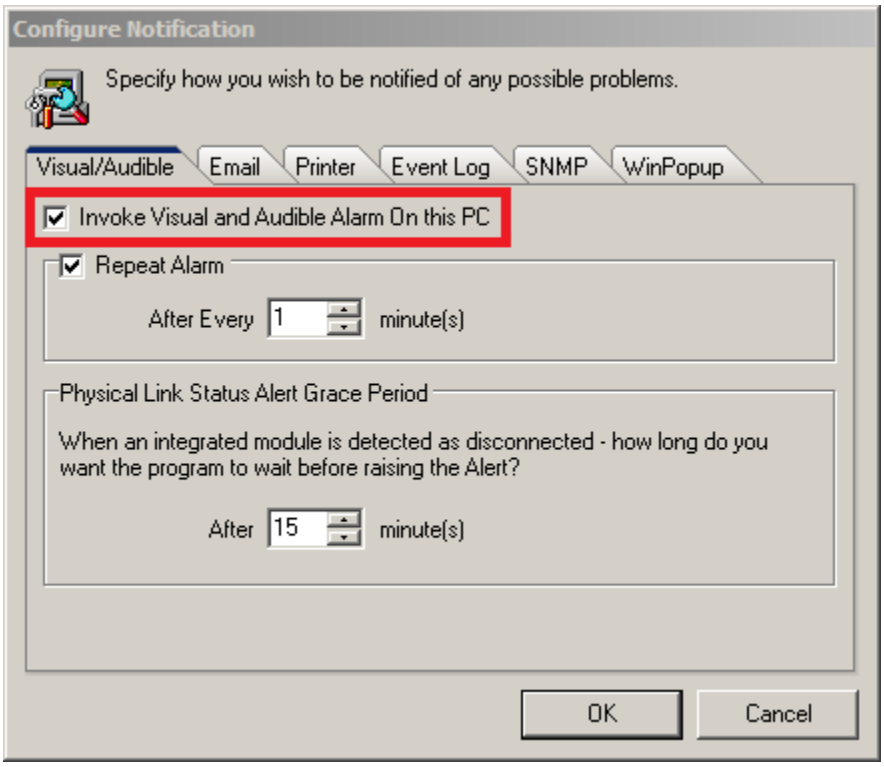
Enter **tiger** for the Password. Click **OK**



Click **Configure Notification**

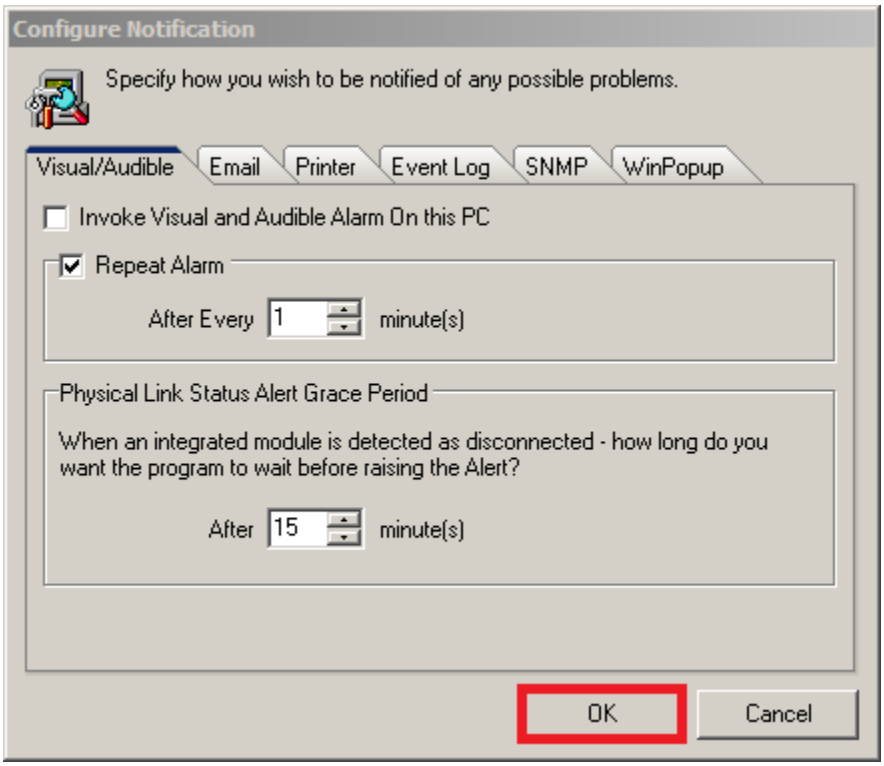


Remove the check in the box **Invoke Visual and Audible Alarm On this PC**

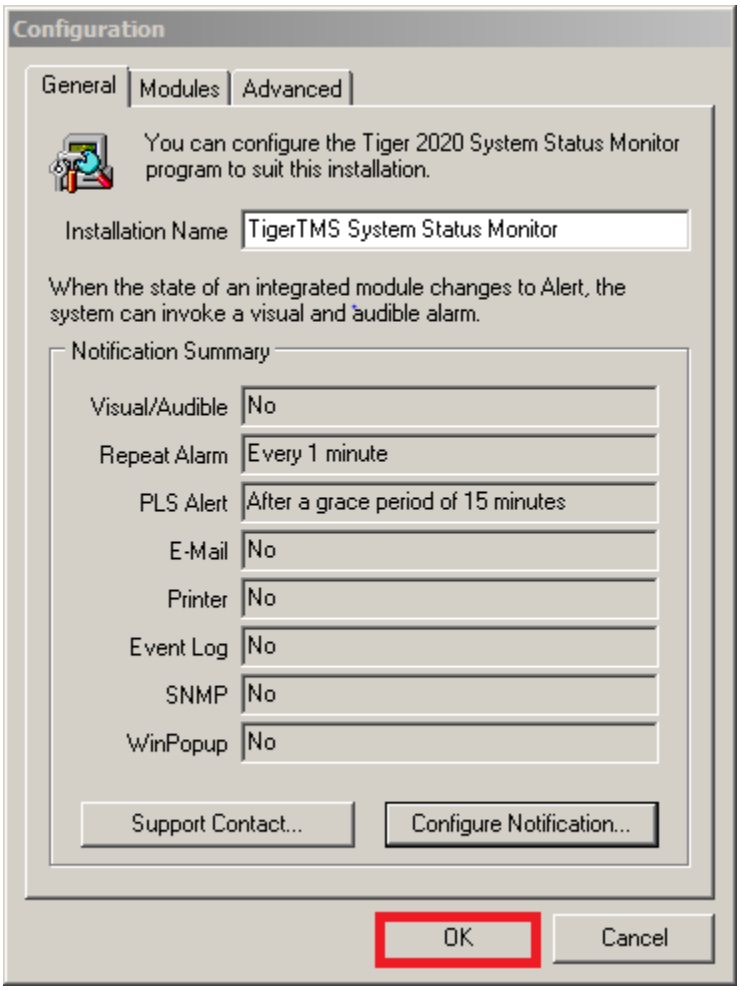


Click **OK** to save settings and close this window.

Example

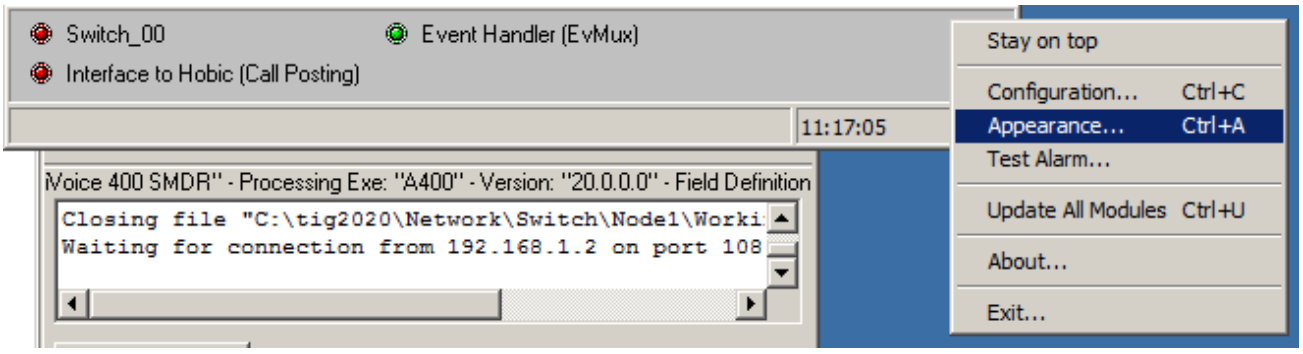


Note that Visual/Audible is now set to No. Click **OK** to close window

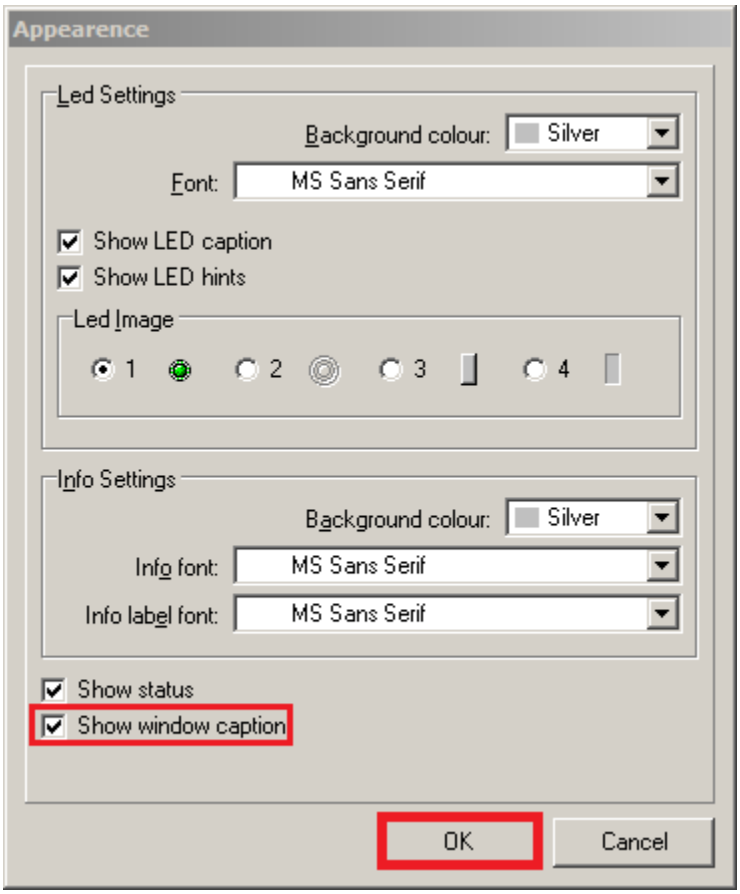


Modify the TigerTMS System Status Monitor

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



Check the box **Show window caption**. Click **OK**



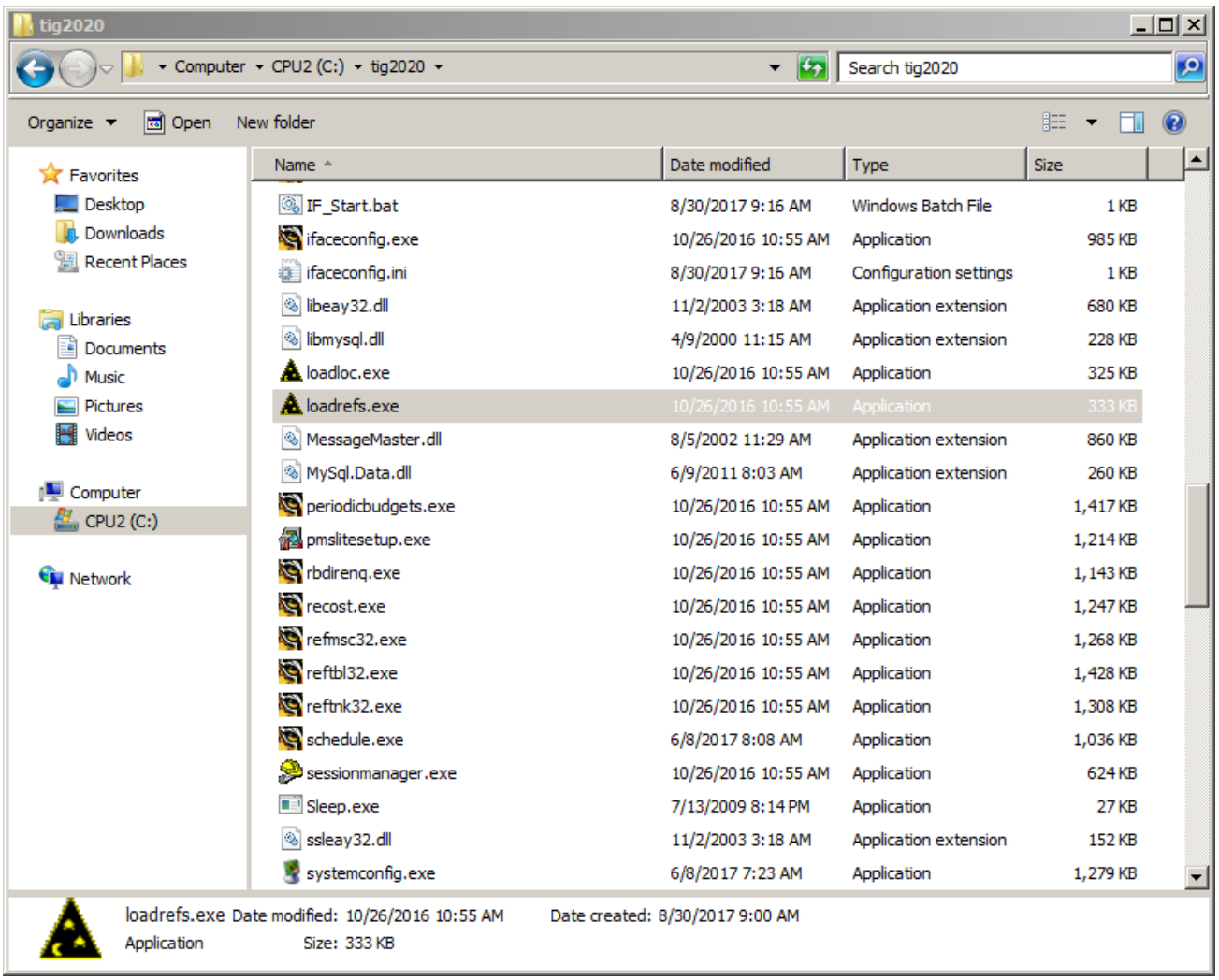
The TigerTMS System Status Monitor window can now be moved freely around the desktop, and minimized to the taskbar.

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.

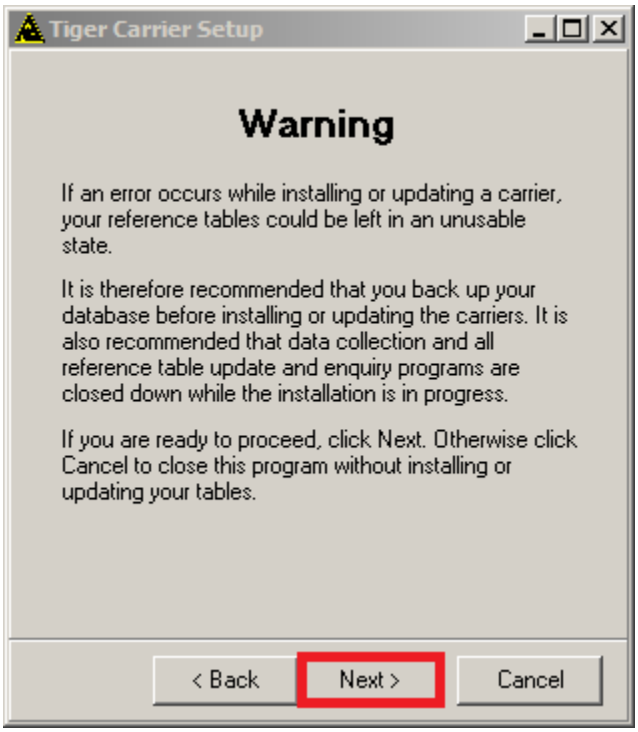
Click on the Windows Explorer folder (located on the systems taskbar)

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

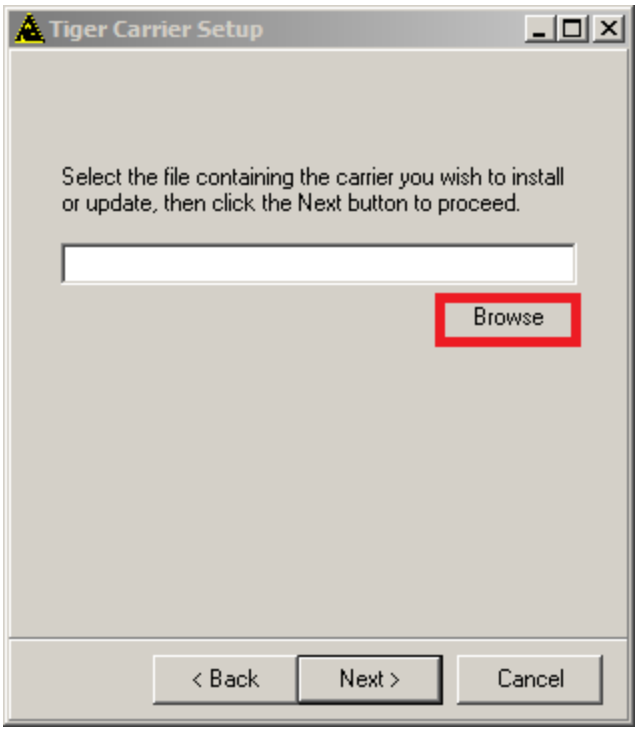


Click **Next**

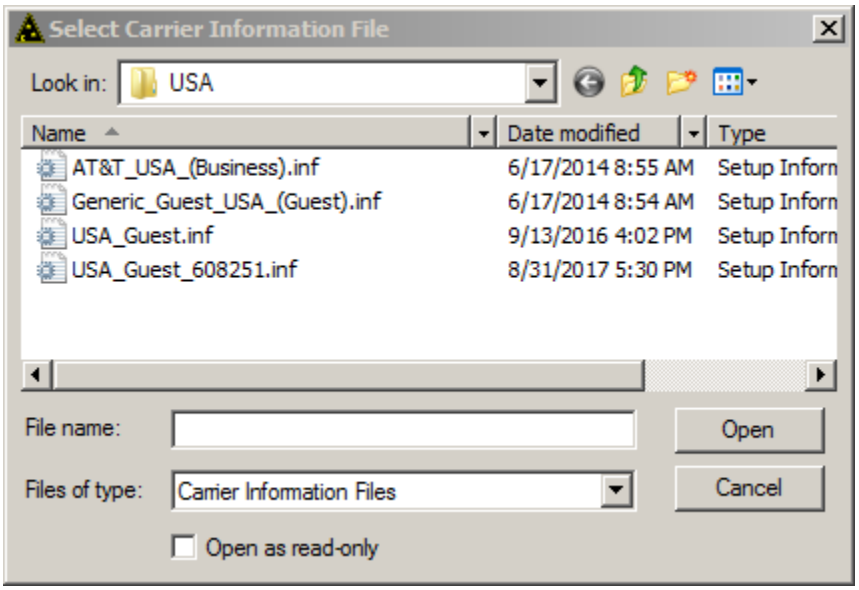
Click **Next**



Click **Browse**



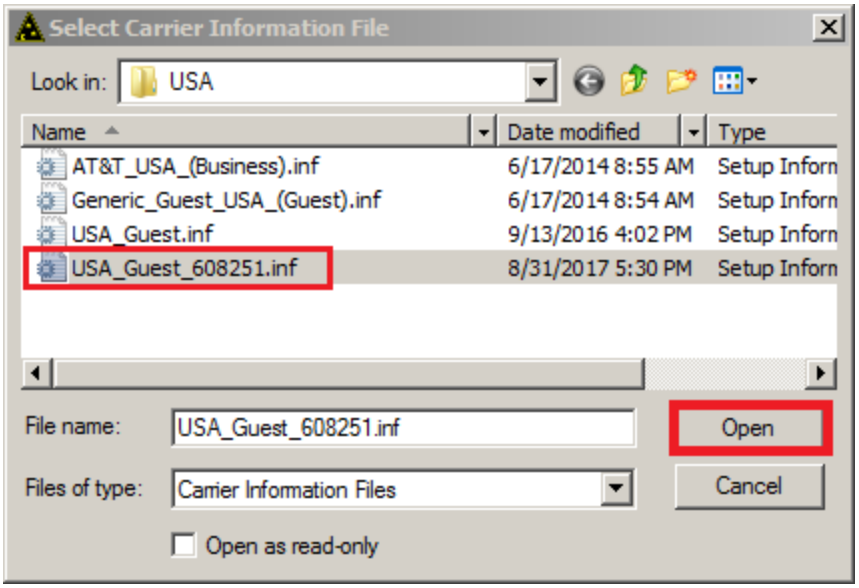
Since you have installed a Carrier already, the program will browse directly the USA folder.



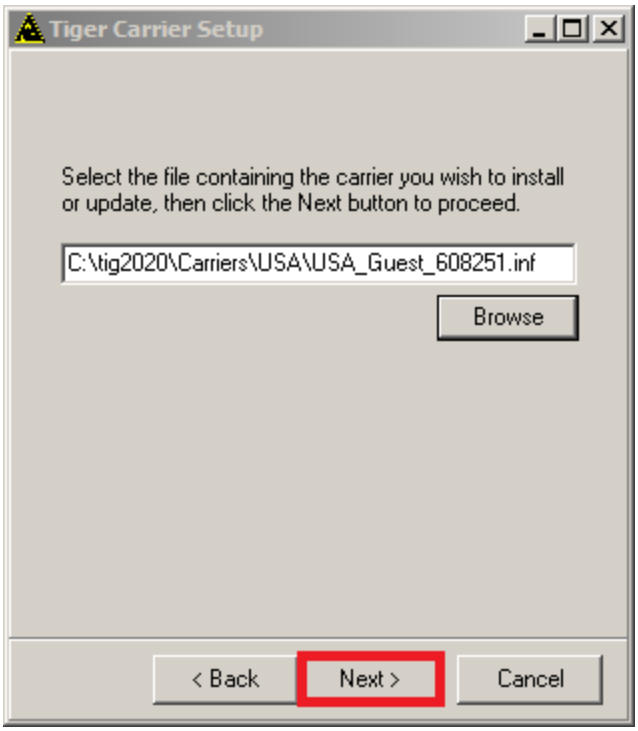
IMPORTANT – If the Guest carrier file that is specific to your installations area code (NPA) and prefix (NXX) is not displayed in this window (i.e. USA_Guest_608251.inf), contact Connected Guests Technical Support at 800-424-6757, option 1 to receive the carrier file that contains the local calling area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

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

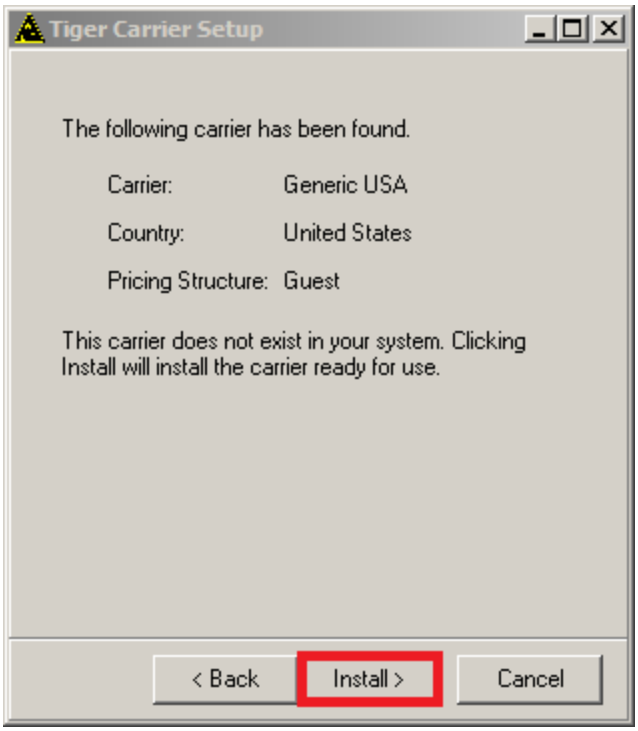
Example



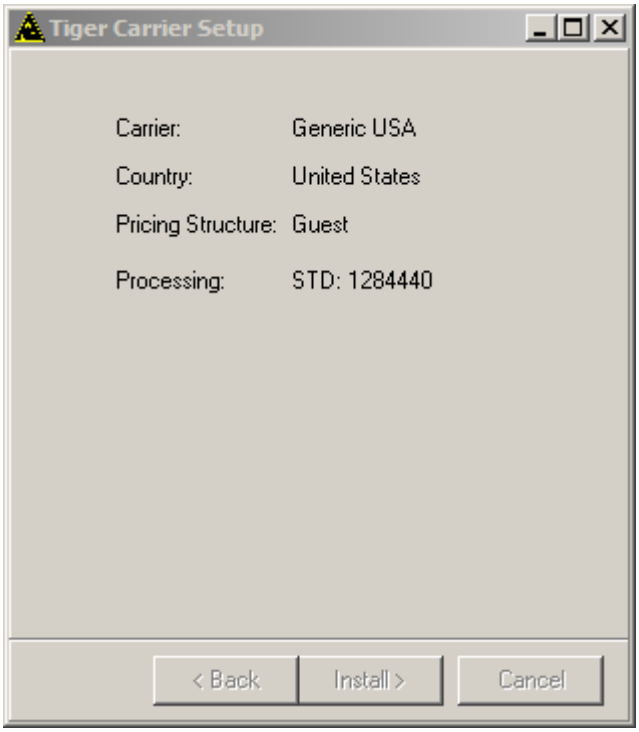
This will install the carrier for guest extensions. Click **Next**



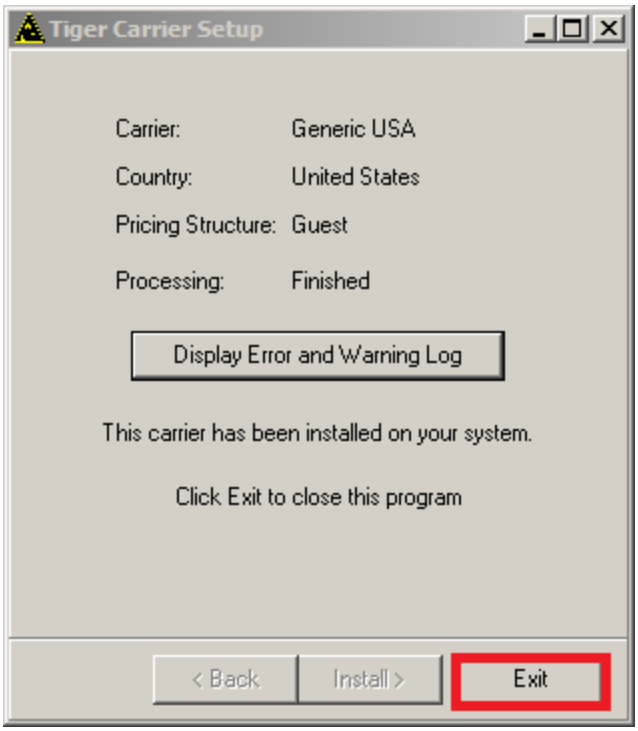
Click **Install**



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



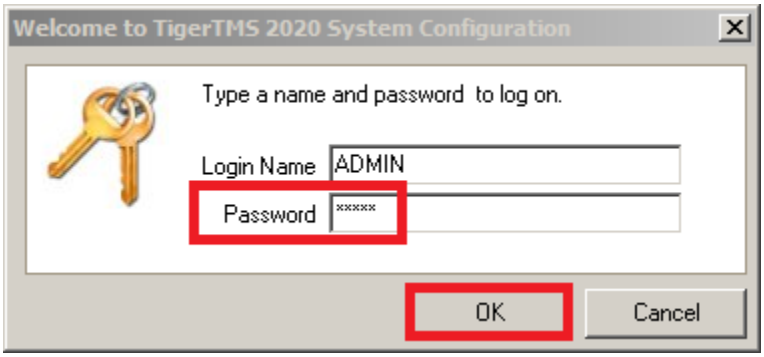
Click **Exit**



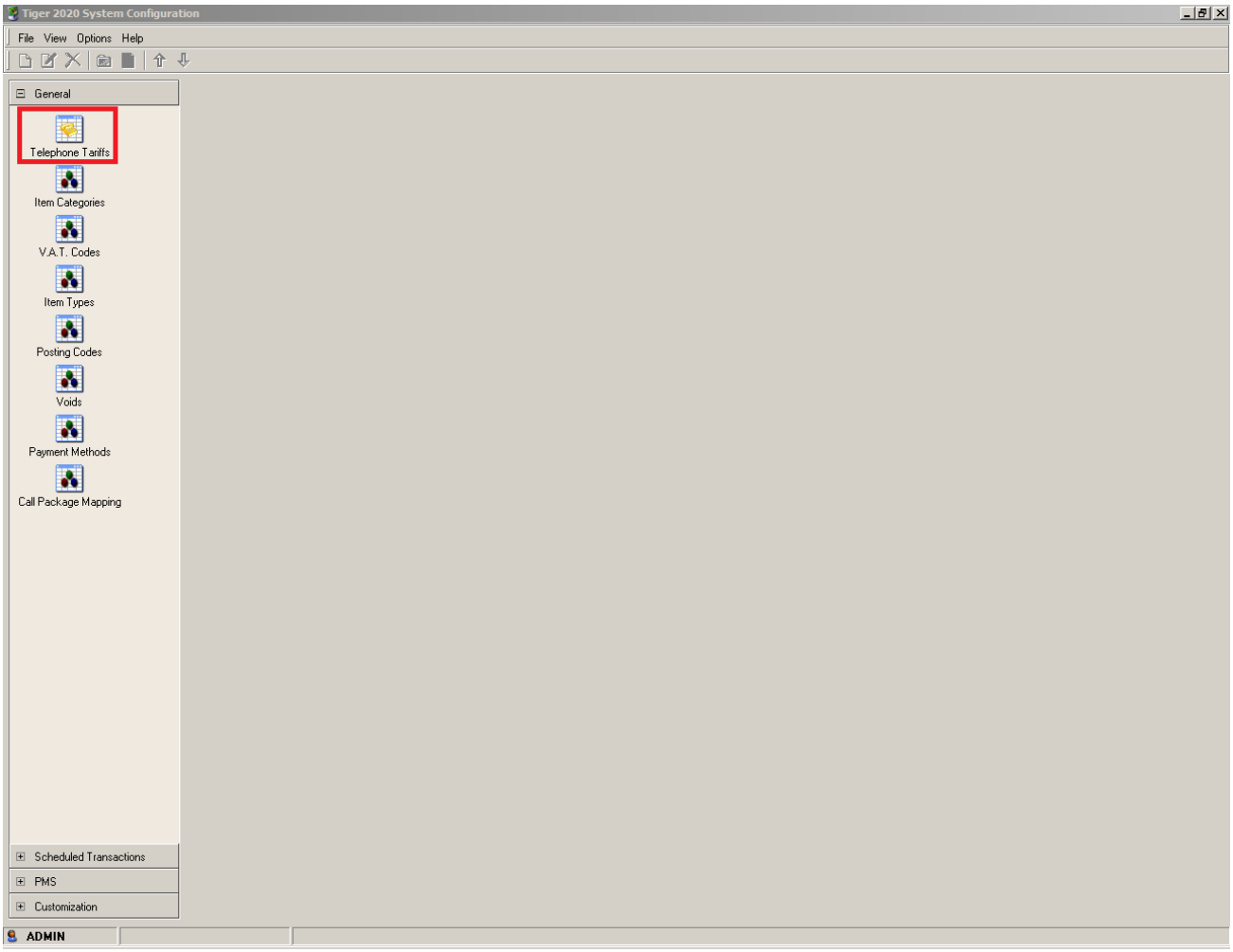
Posting Configuration

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

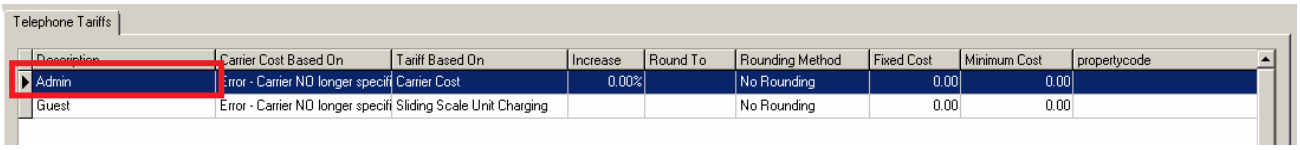
Enter **tiger** for the Password. Click **OK**



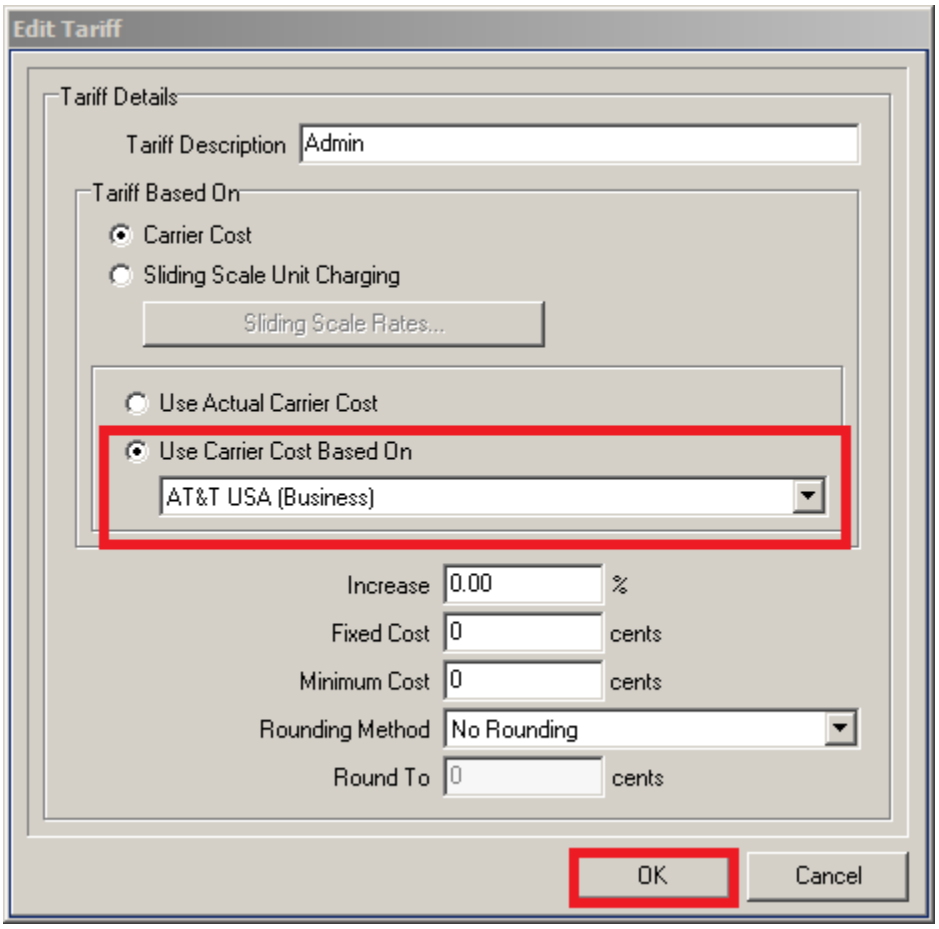
Click on **Telephone Tariffs**



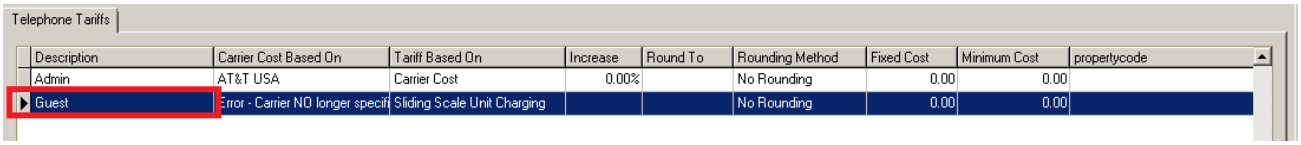
Double Click on the **Admin** telephone tariff.



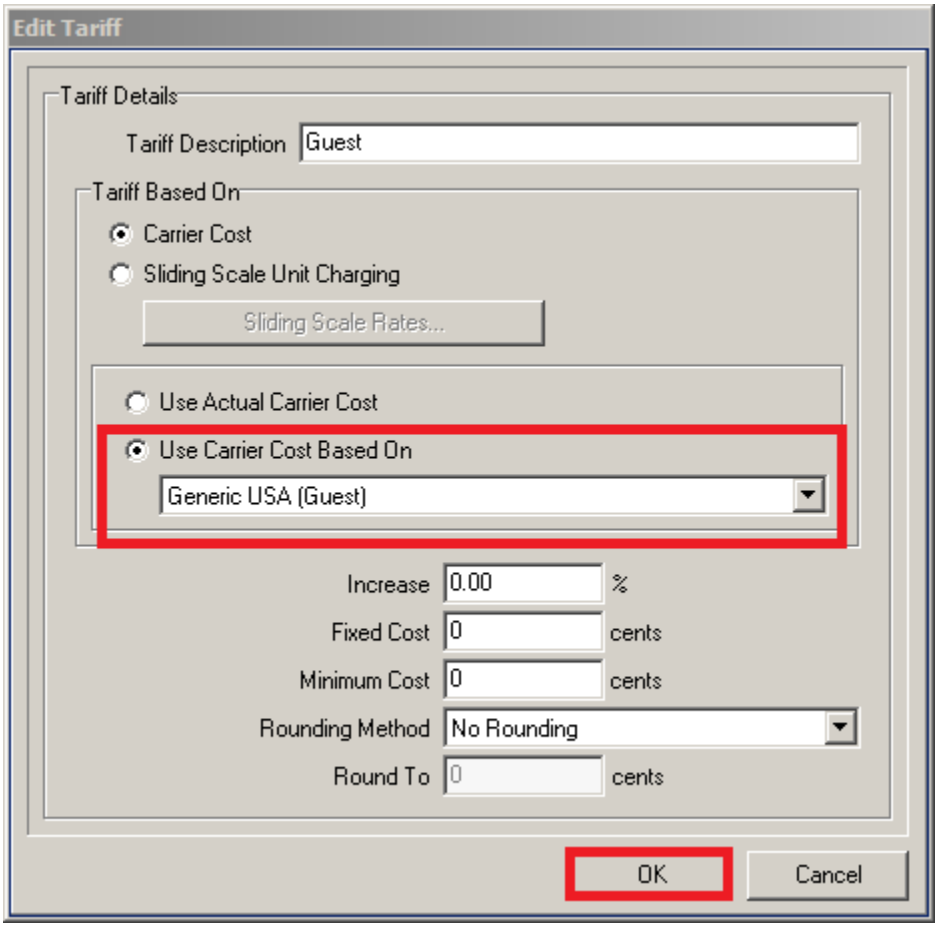
Click the down arrow under **Use Carrier Cost Based On** and select **AT&T USA (Business).** Click **OK**



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



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**



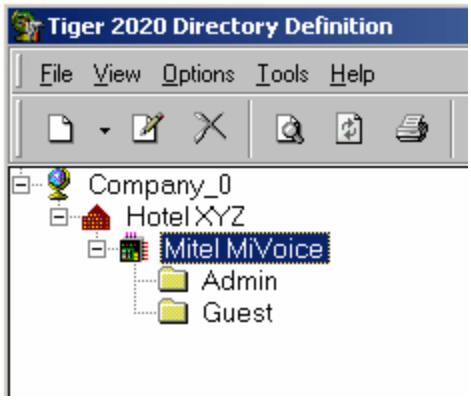
Exit the Posting Configuration program (click the in the upper corner)

Add Guest rooms and Administrative extensions using Directory Definition

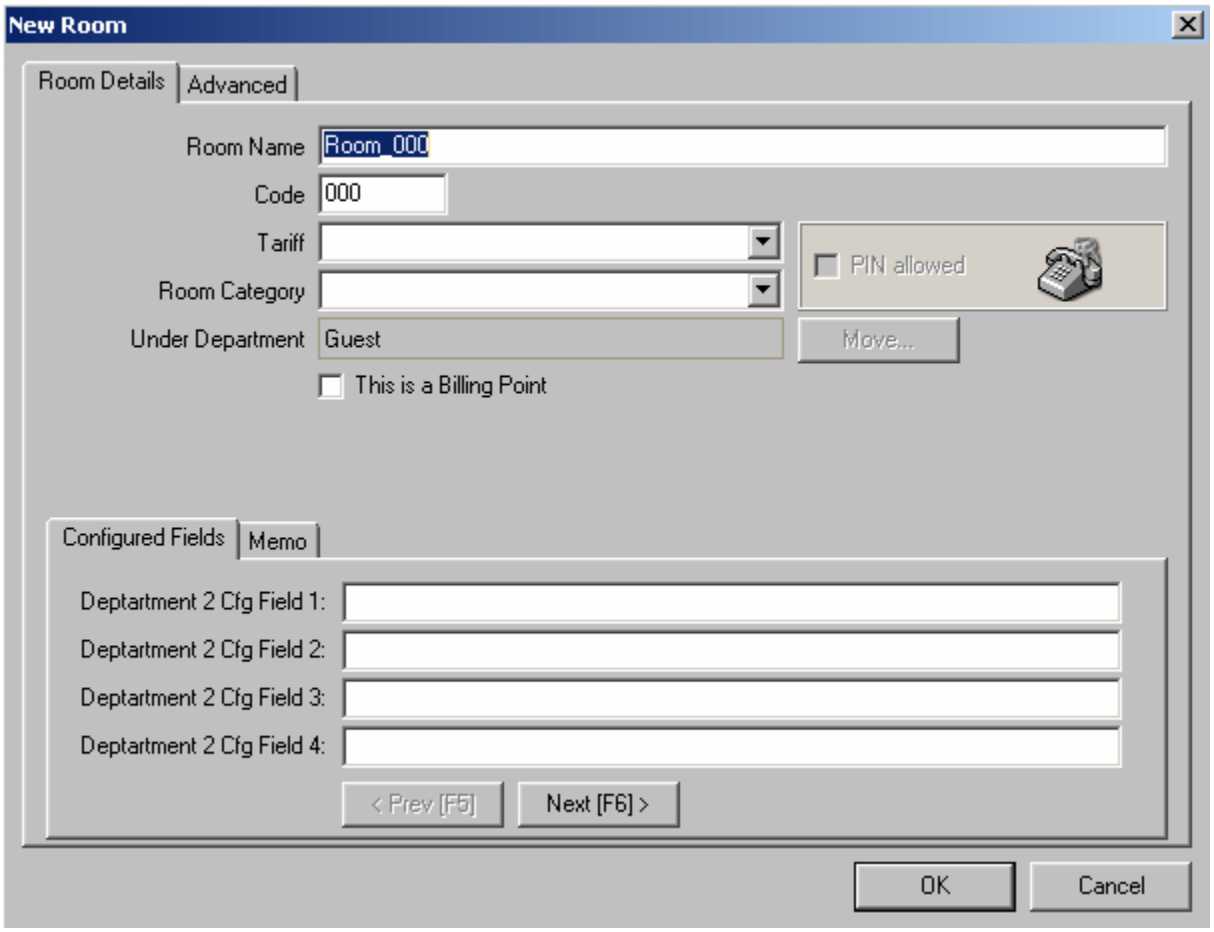
You will need to program rooms (and the extensions within those rooms) as well as administrative extensions into the database, using the **Directory Definition** program. Accuracy is important for room extensions. If a valid room number is left out of the database, iCharge will be unable to post any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

Adding Guest rooms/extensions (one at a time)

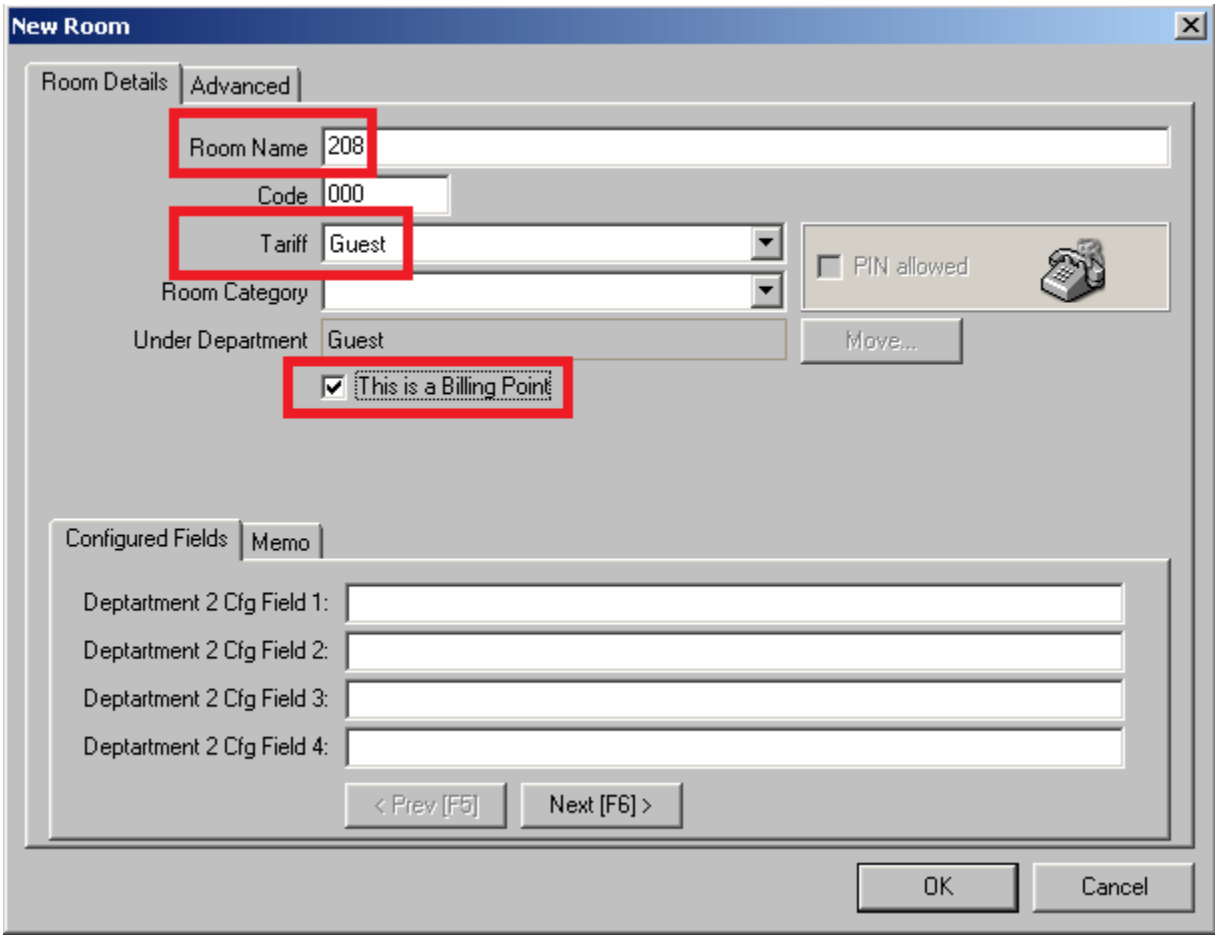
- Click **Start** > **All Programs** > **Connected Guests Apps** and choose **Directory Definition**
- Enter the password **tiger** and click OK
- Click the + box to the left of the PBX switch to collapse the menu tree



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

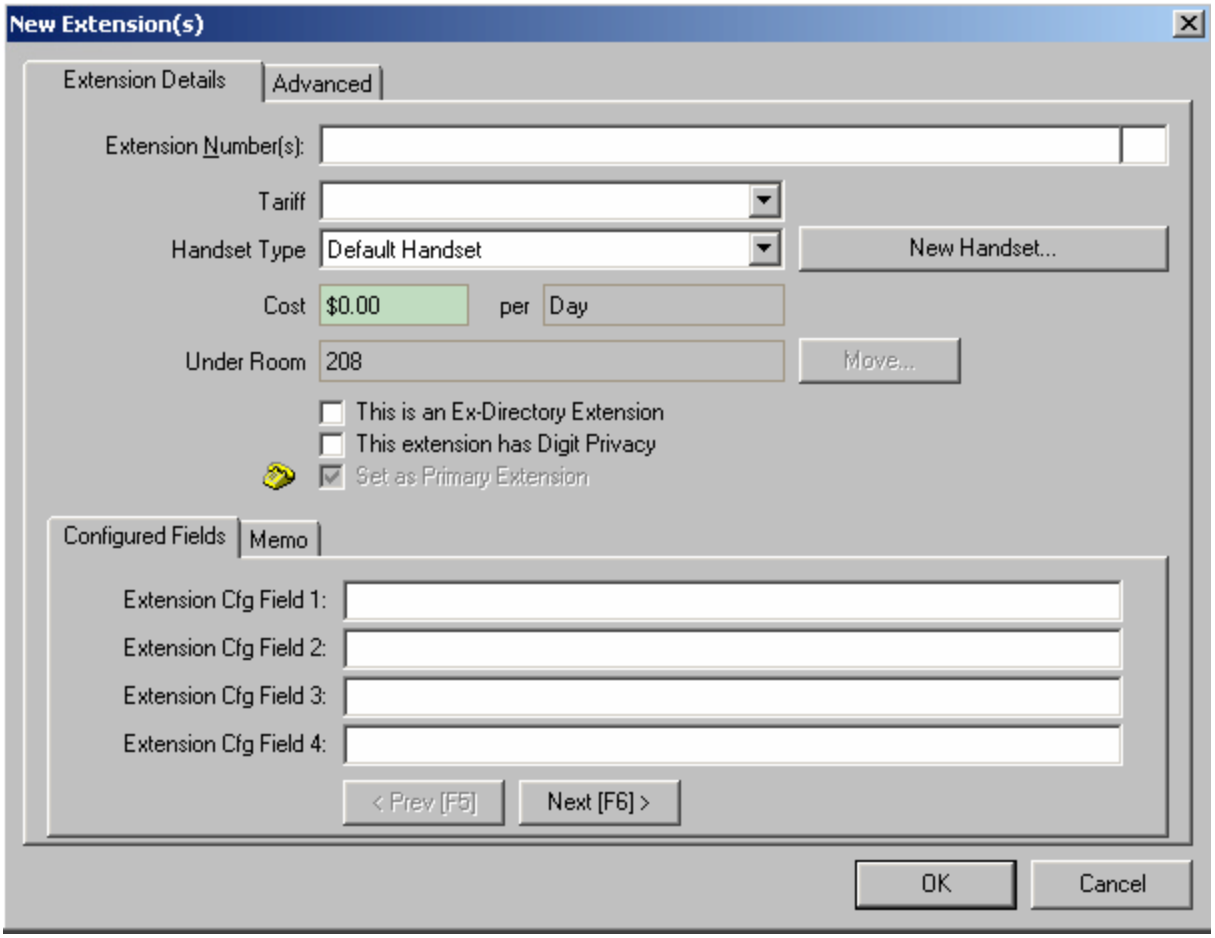


- Enter the following information for the new room as shown below. This example will use room 208

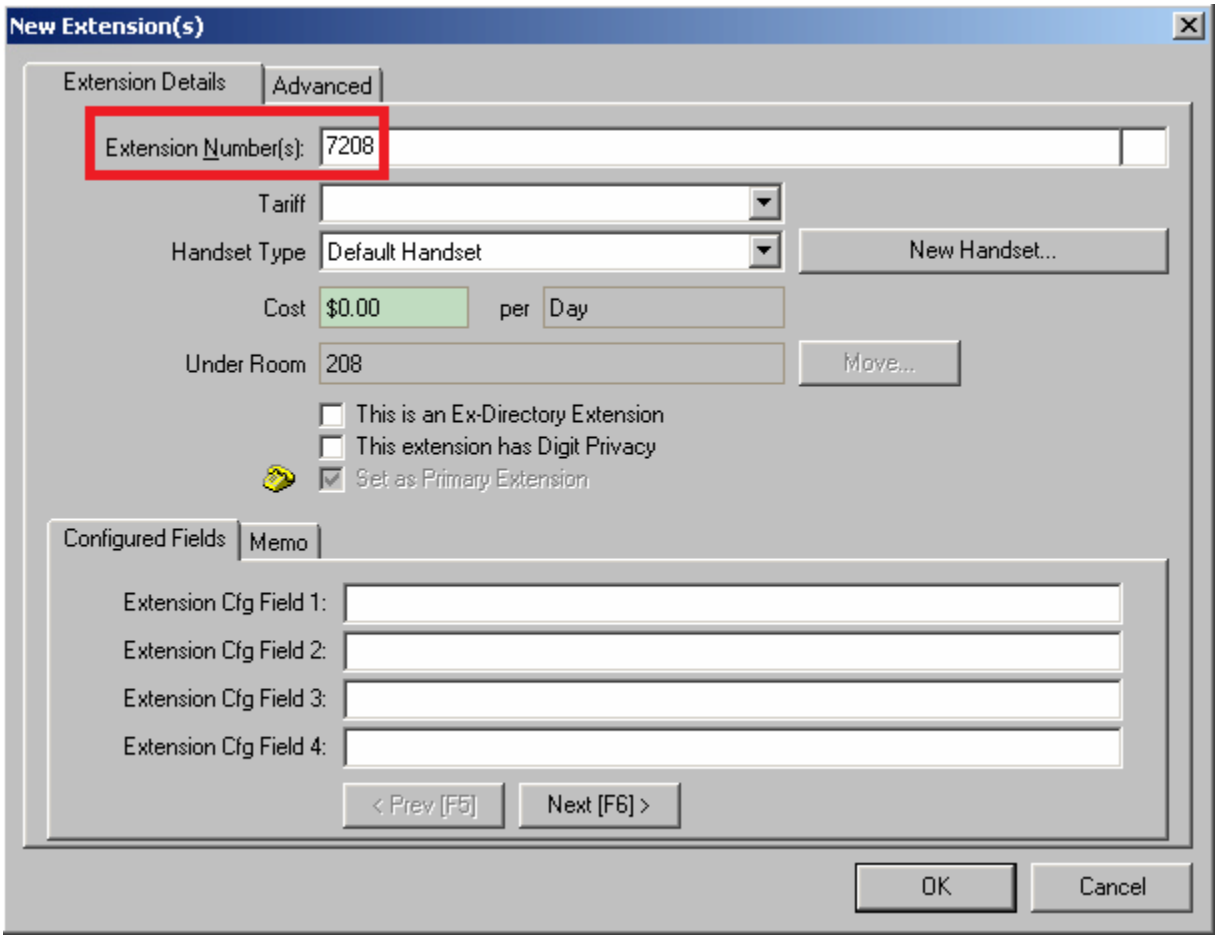


Note: It is important to check the box "This is a Billing Point". If it's not checked, billable telephone charges for this room will not get transmitted back to the PMS.

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

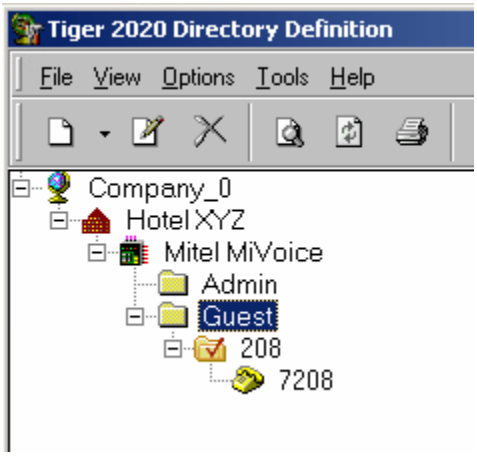


- Enter the following information for the new extension number as shown below. This example will use extension 7208



- Click **OK** when done

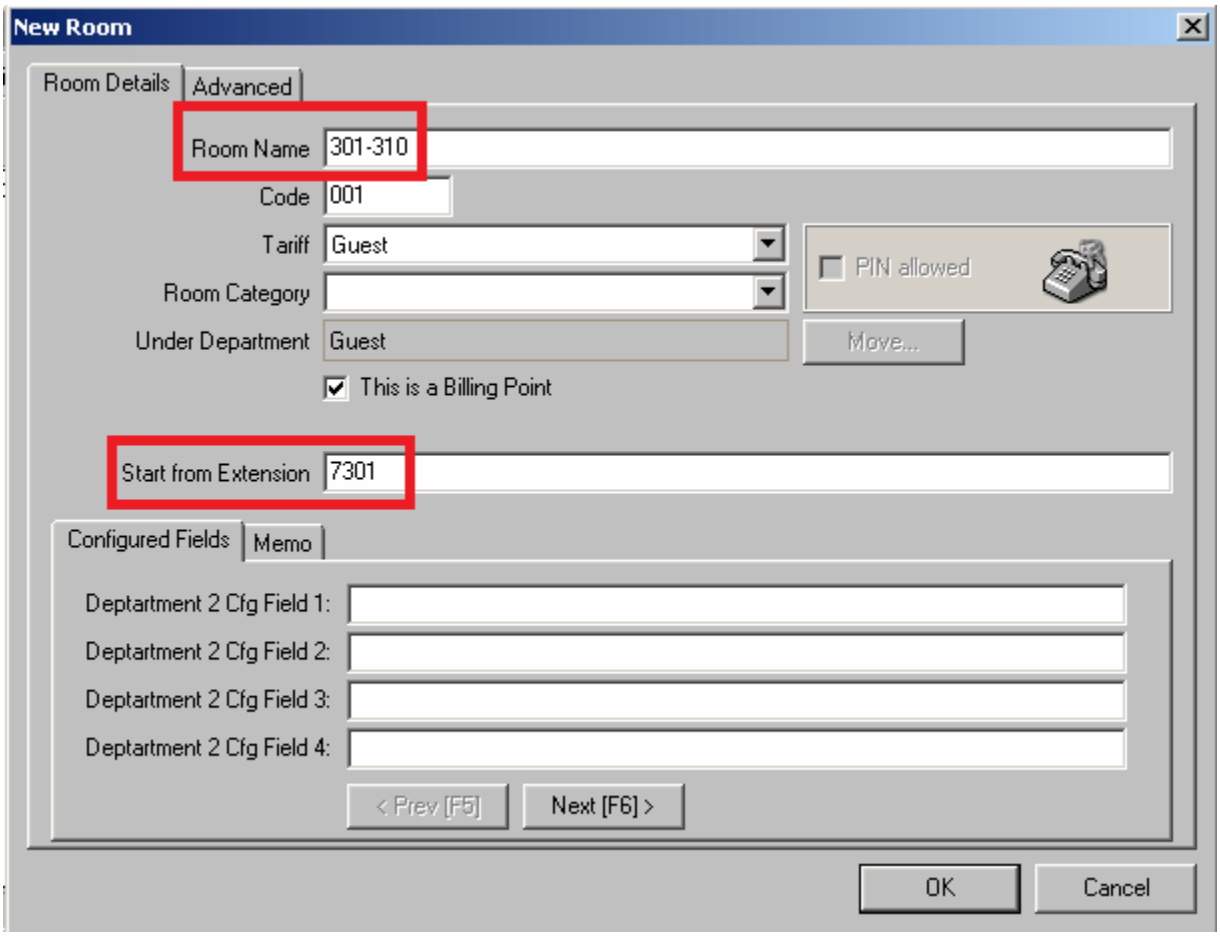
The directory now contains room 208, extension 7208



Adding Guest rooms/extensions (in a range)

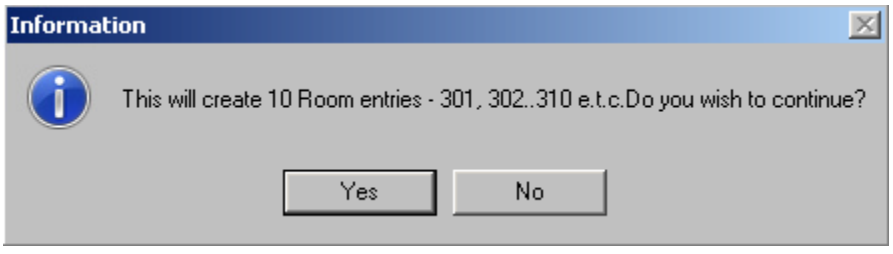
- Right click on the **Guest** folder, then choose **New > Room**

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:



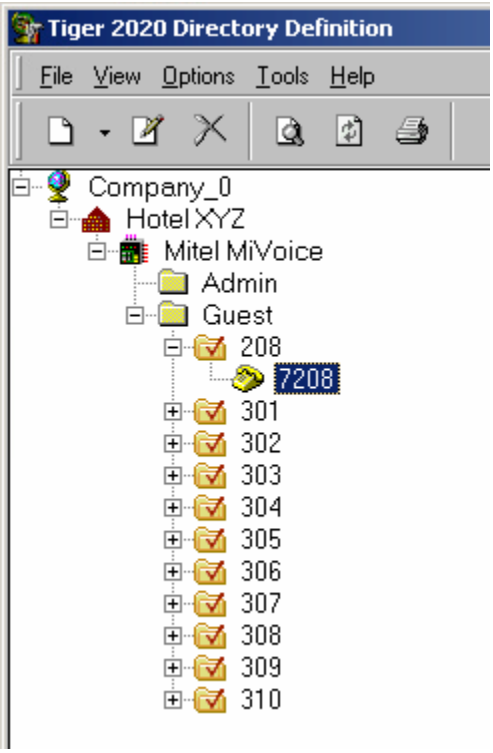
- Click **Ok** when done

You will be prompted to confirm the multiple entries:



- Click **Yes** to confirm

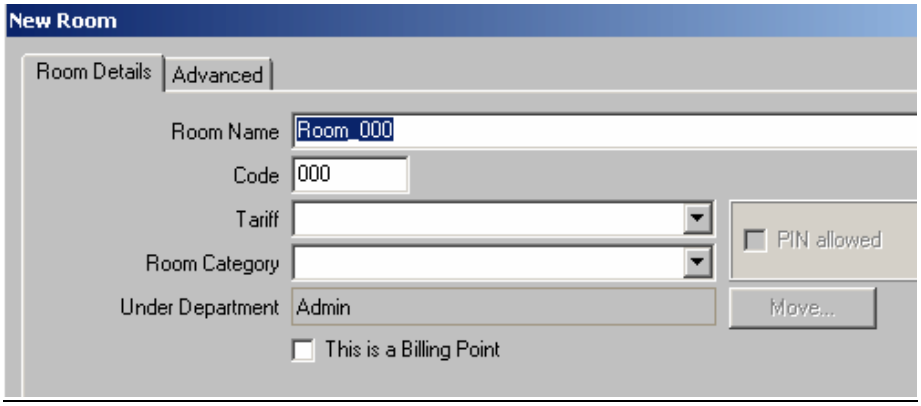
The directory now contains these new entries:



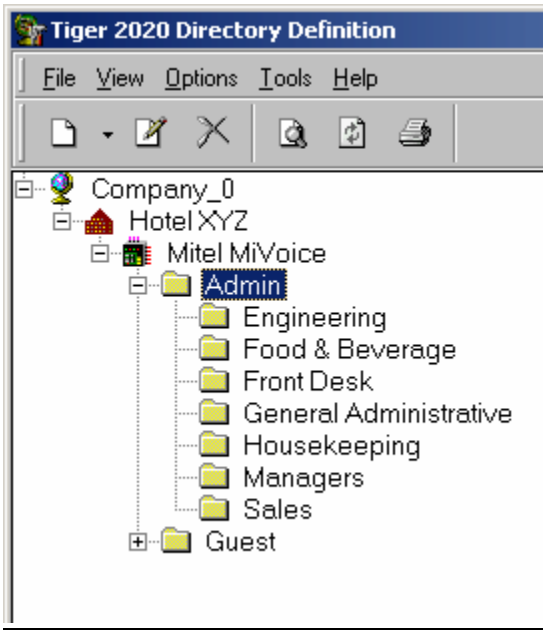
Caution: Take care when using the range function. The iCharge software has been licensed for a specific amount of guest rooms. If your ranges contain rooms that don't exist, you run the risk of exceeding your license. When adding ranges in this fashion, always go back and delete rooms that don't exist 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**

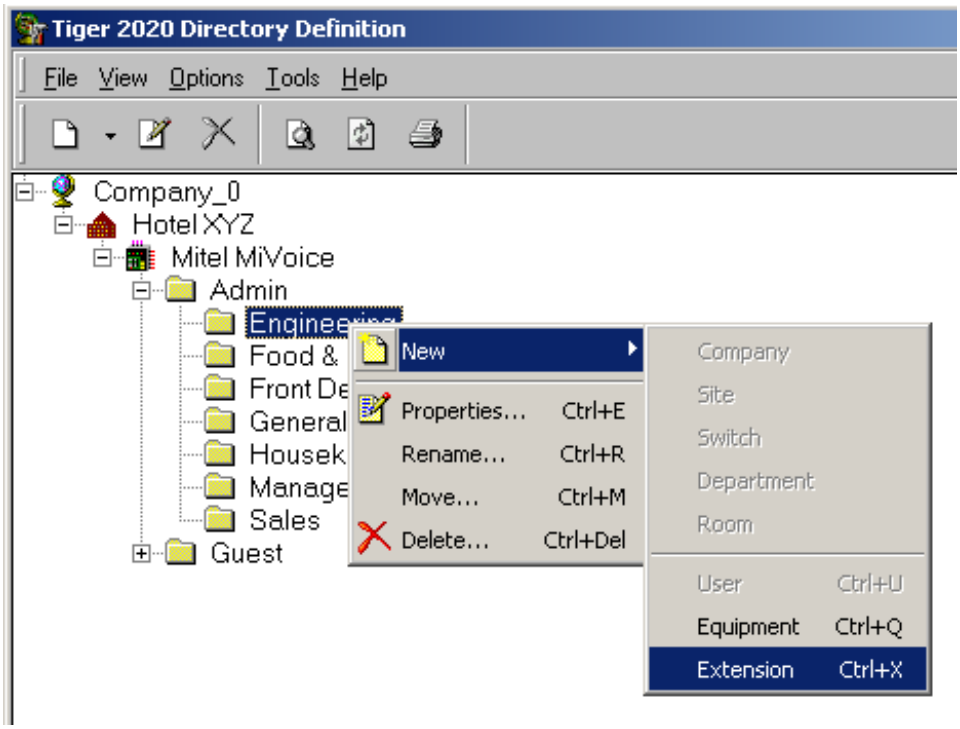


- Rename the **Room Name** field with the appropriate administrative department (e.g. Sales, Housekeeping, Food & Beverage)
- Click **OK** when done.
- Add more folders as needed (example below)

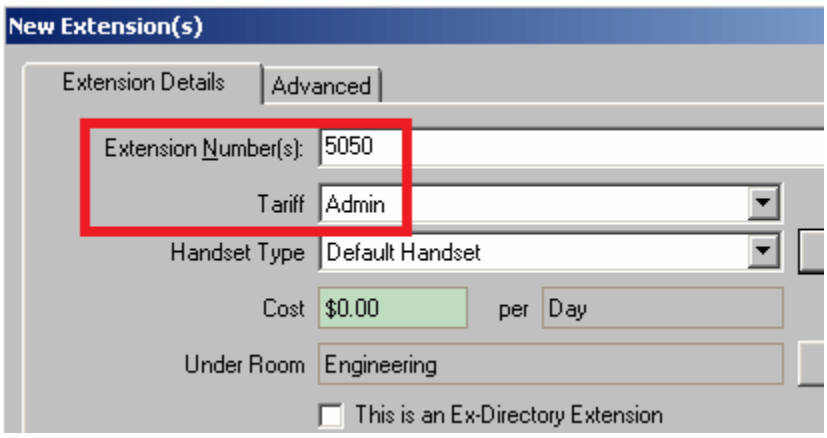


Adding Admin extensions (one at a time)

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

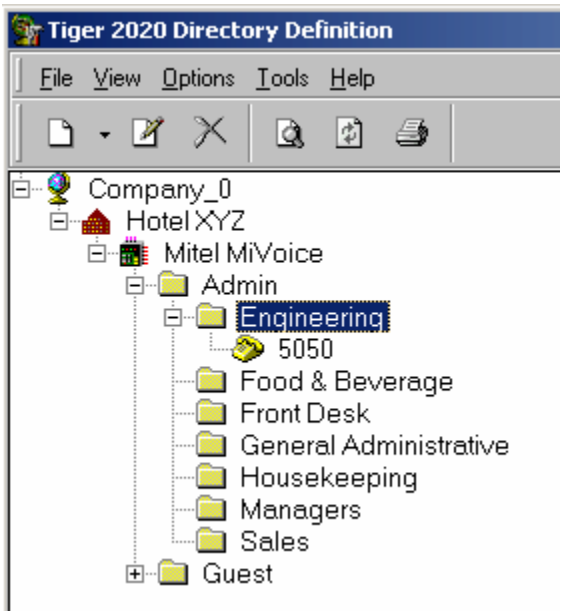


- Enter the following information for the new extension number as shown below. This example will use extension 5050.



- Click **OK** when done

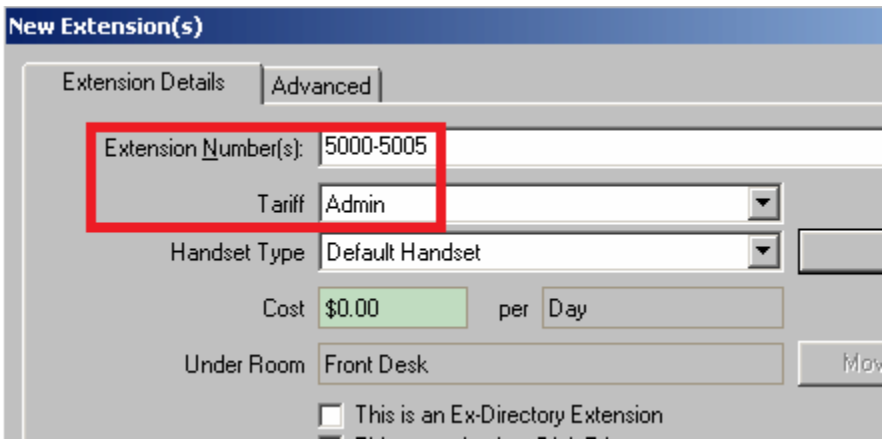
The directory now contains this new entry (under the Admin/Engineering folder), extension 5050



Adding Admin extensions (in a range)

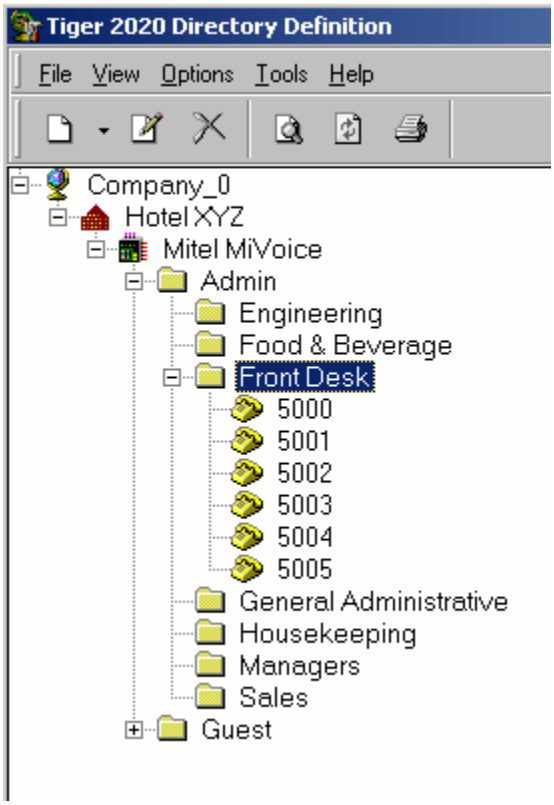
- Right click on a folder under Admin (e.g. Front Desk), and choose **New > Extension**

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.



- Click **OK** when done

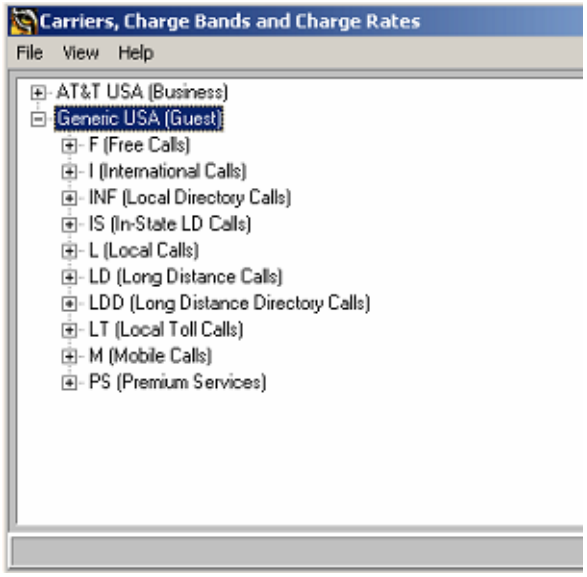
The directory now contains these new entries under Admin/Front Desk.



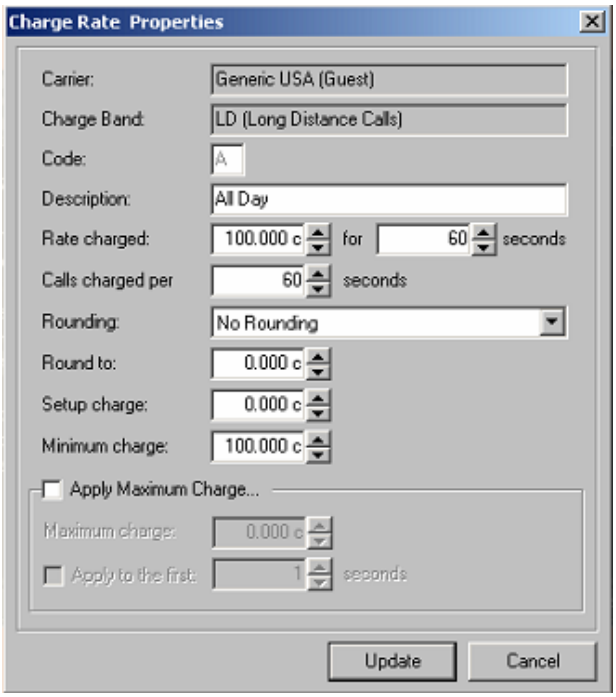
Adjust Guest Pricing

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



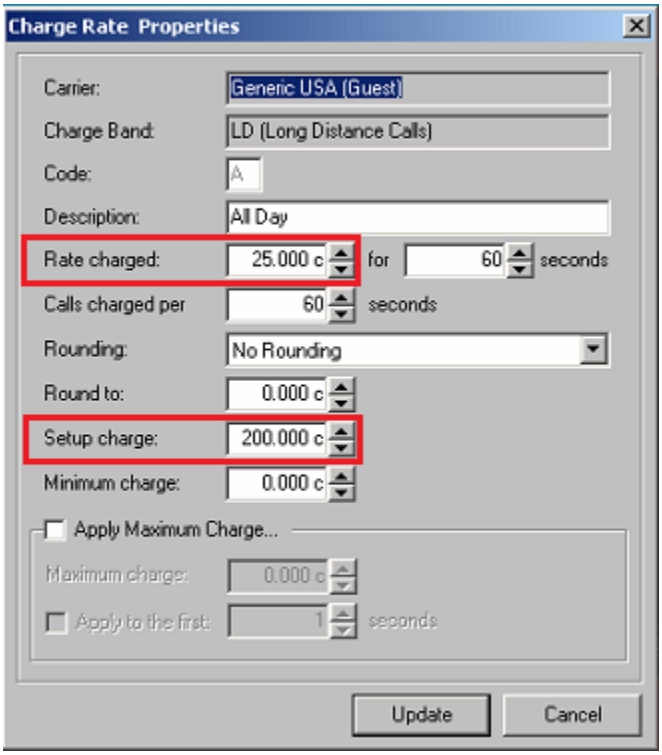
- Choose a call category to adjust (e.g. LD - Long Distance Calls), and click the + sign to expand
- Right click **A (All Day)** and choose **Properties**



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:



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

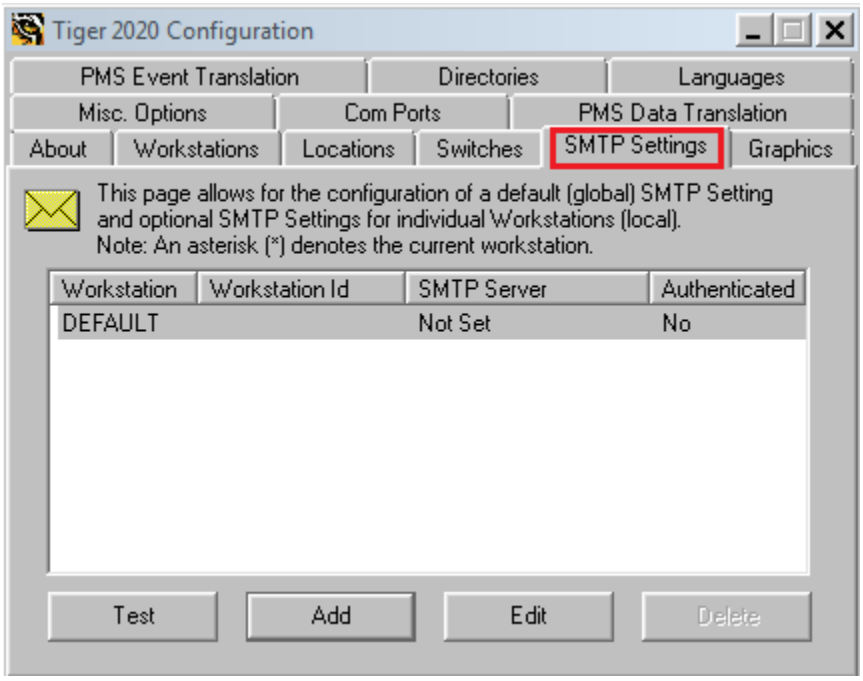
Your pricing changes to the PMS will now take effect.[2]

[2] Carrier tables reload automatically at midnight

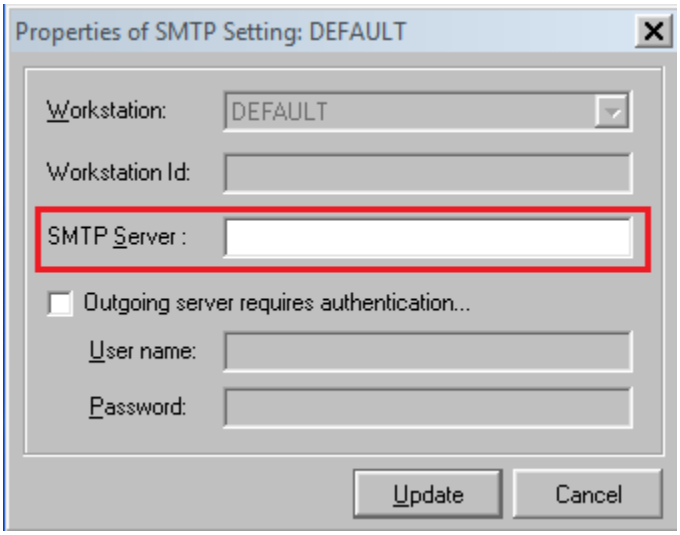
Setup email notification alerts (optional)

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



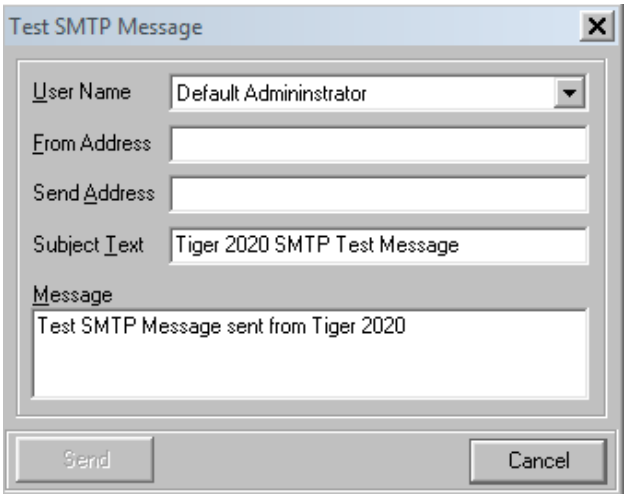
- Click **Edit**



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**



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

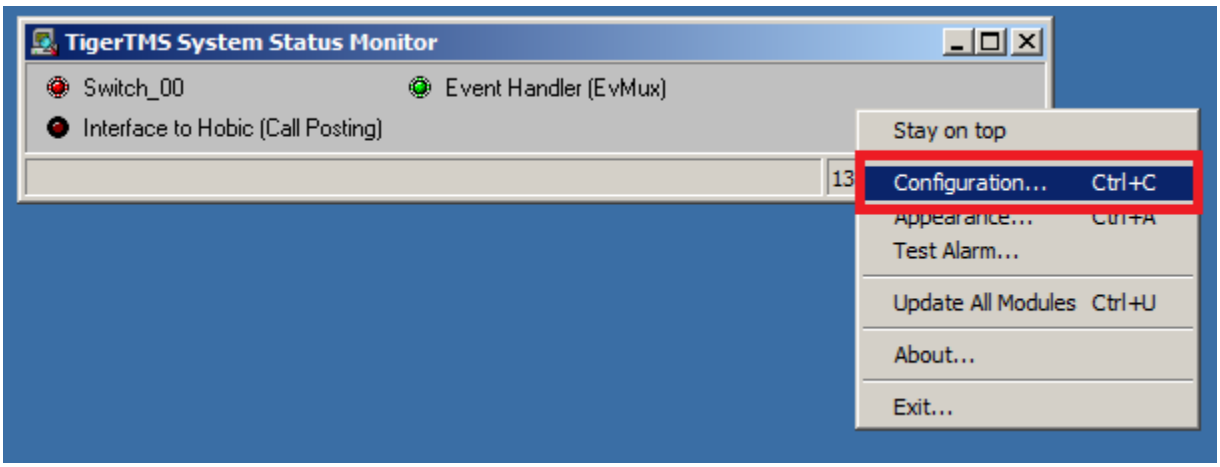
If your message was sent successfully, you will see a "Test SMTP Message" window displayed. Click OK to dismiss.

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

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

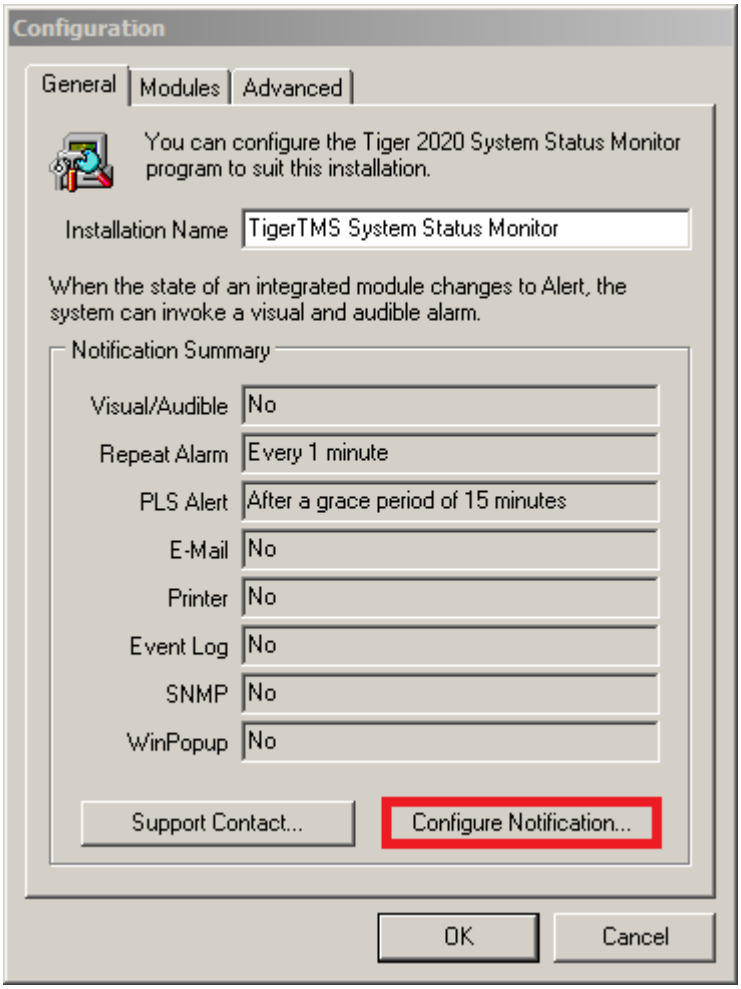
To configure a single (or multiple) email address for notification, perform these steps:

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

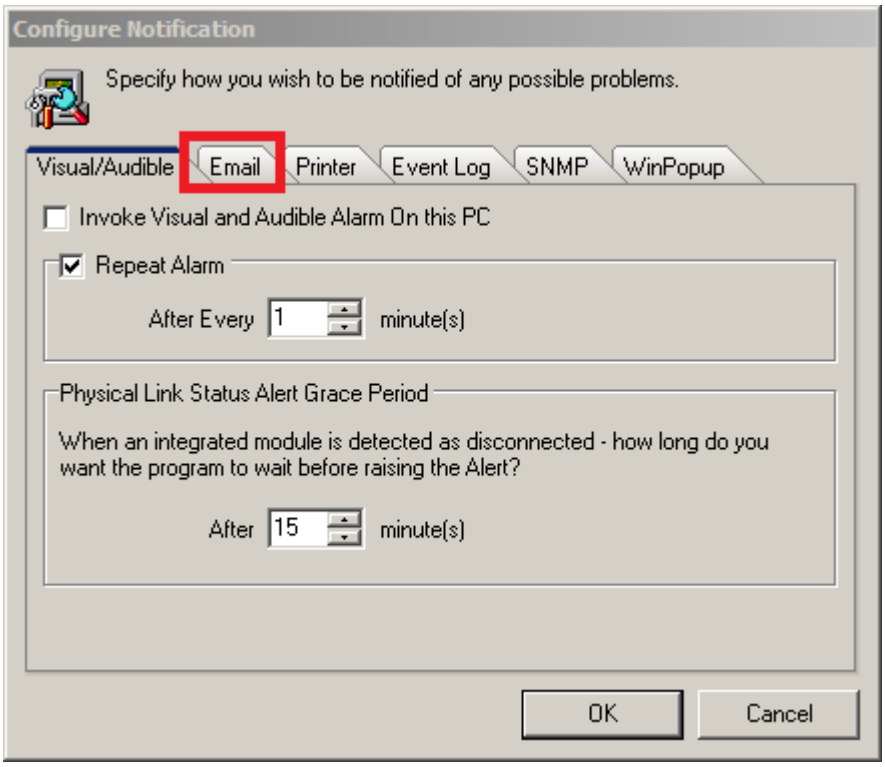


Enter Login Name **admin** and password **tiger** and click **OK**

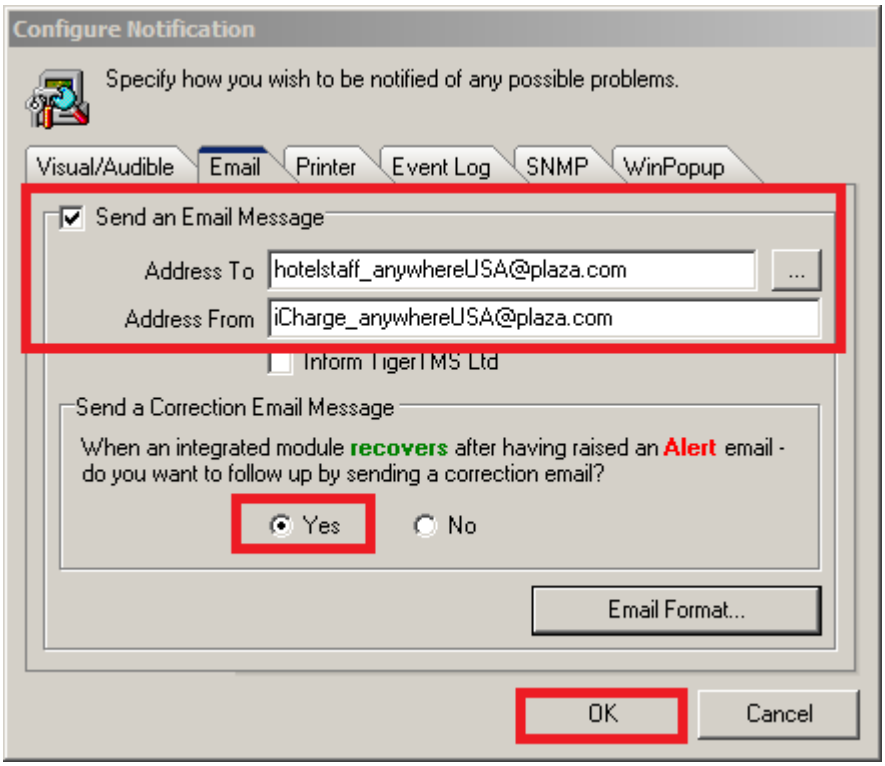
At the Configuration windows, click **Configure Notification**



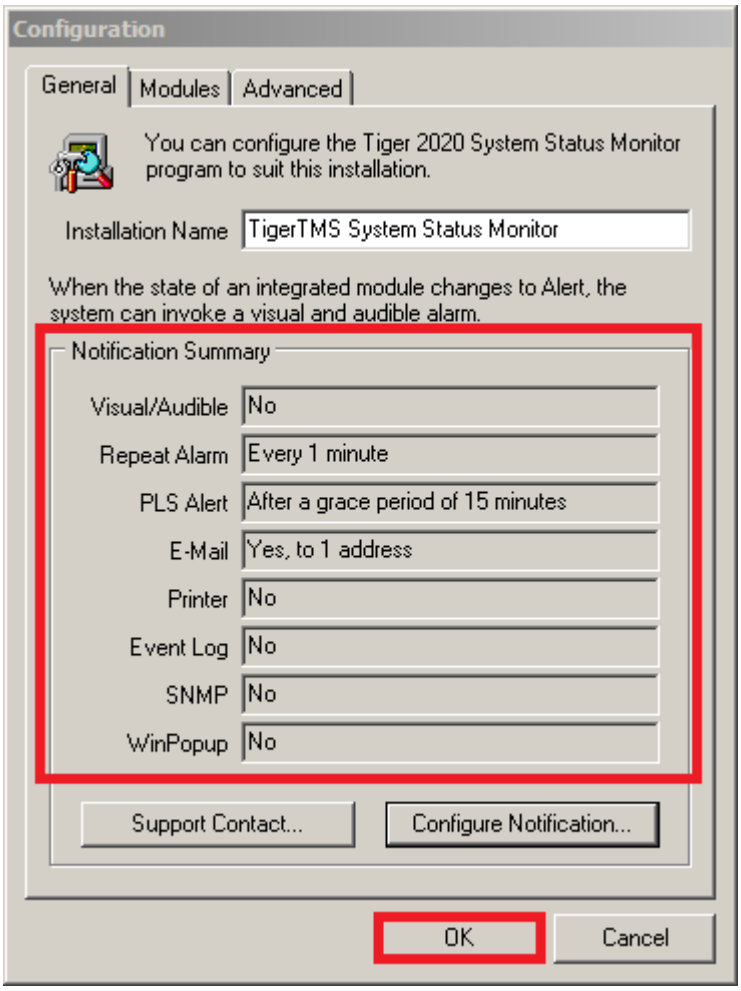
Select the **Email** tab



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.



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



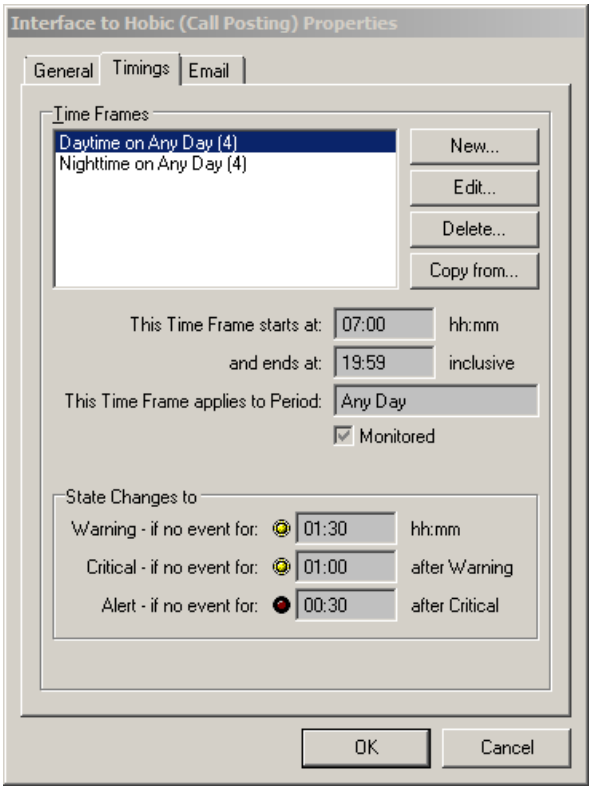
You may test this setup by right-clicking on the **t2ssm** (System Status Monitor) window's bottom bar and choose **Test Alarm**. Based on your Notification setup, test alarms will be generated.

Alarm timings

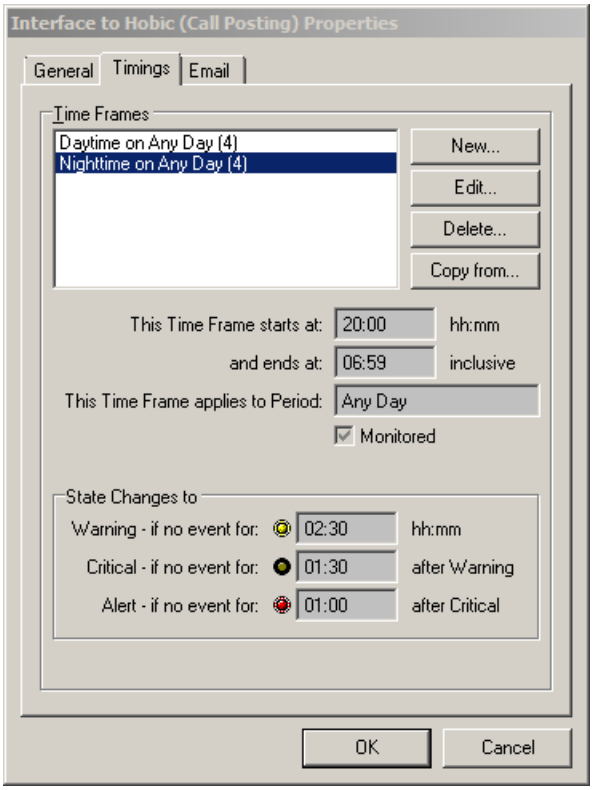
The system comes with two default time frames for every interface, **Daytime** and **Nighttime**.

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

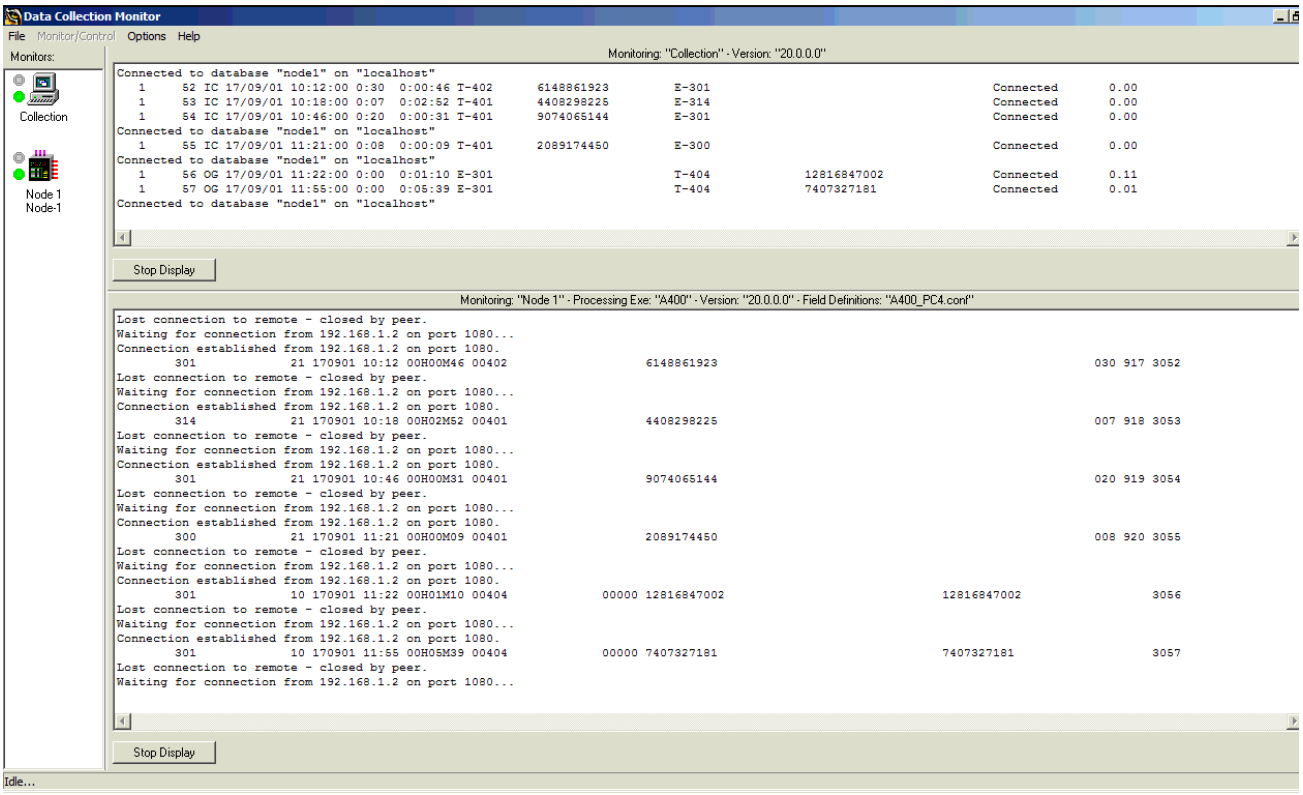


Warning – Solid yellow
Critical – Flashing yellow
Alert – Flashing red

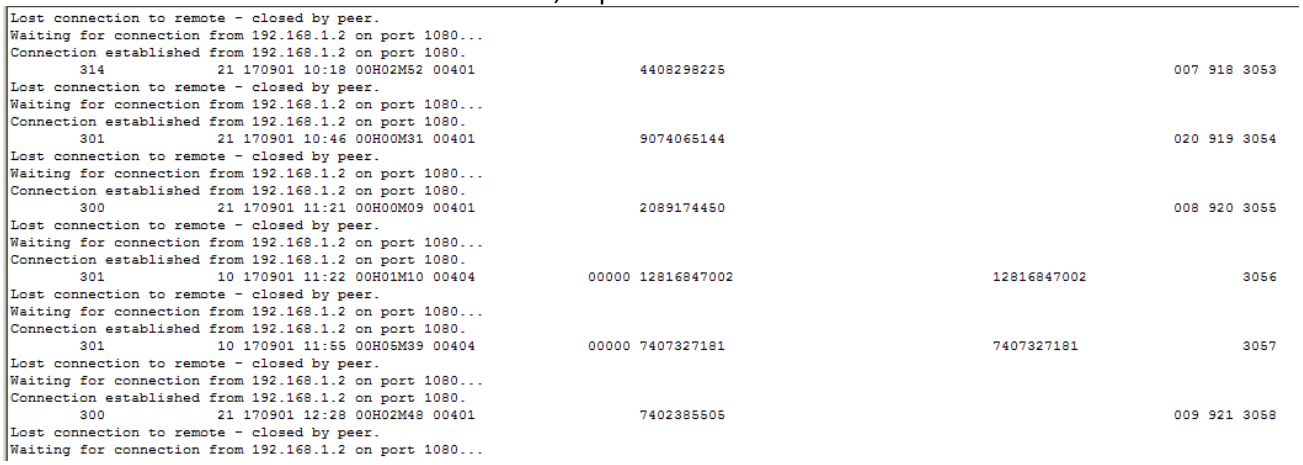
The majority of installations do just fine with the default day & night time frames. But based on a hotels specific traffic, you may adjust the existing Time frame settings (per interface), or create a completely new time frame. Click **New** to create a new time frame, or **Edit** to modify an existing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



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



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

```
   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
Connected 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
Connected to database "node1" on "localhost"
   1     58 IC 17/09/01 12:28:00 0:09  0:02:48 T-401      7402385505        E-300                                Connected       0.00
Connected to database "node1" on "localhost"
```

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

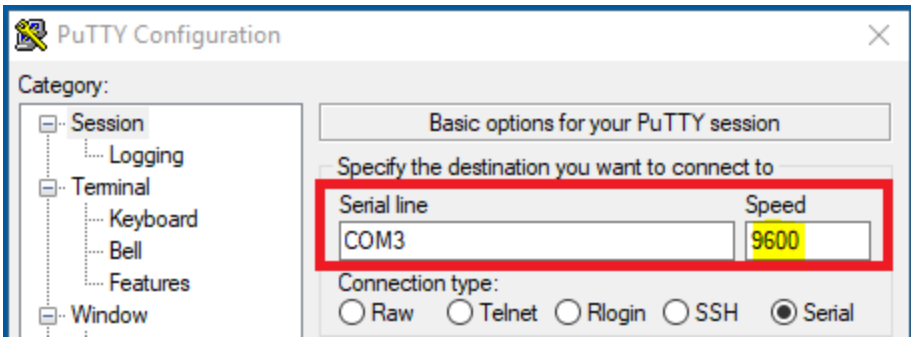
Progamming your iPocket for use with iCharges Hobic interface

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)

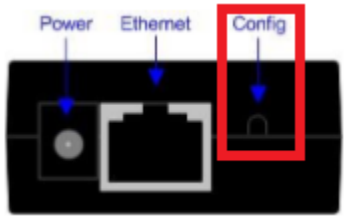
How to program an iPocket

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



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:

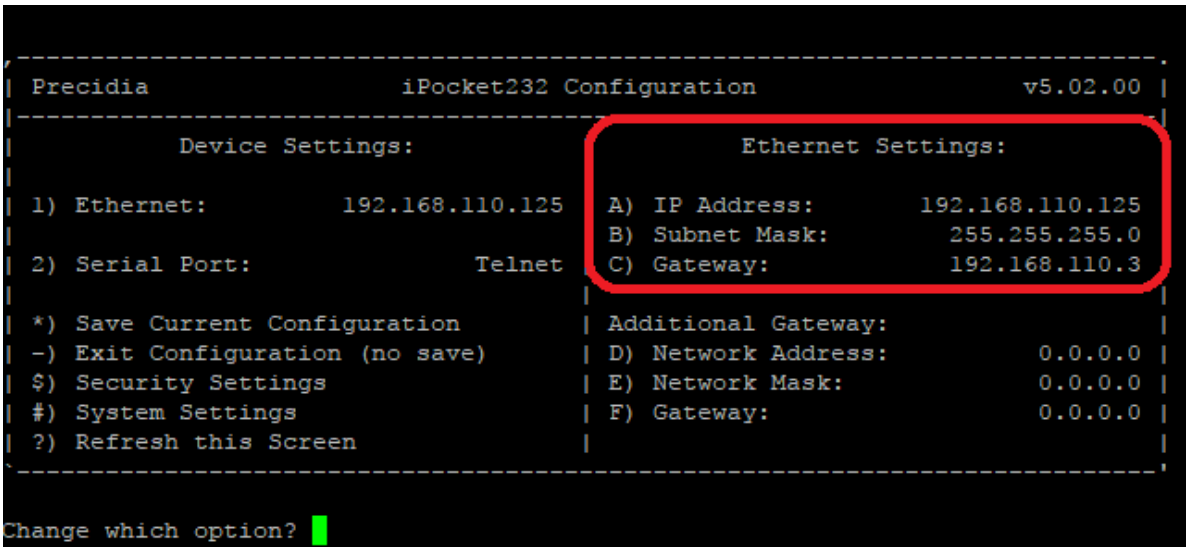
Example

```
,-------------------------------------------------------------------------.
| Precidia                iPocket232 Configuration                v5.02.00 |
|-------------------------------------------------------------------------|
|           Device Settings:           |                                  |
|                                      |                                  |
| 1) Ethernet:         192.168.110.125 |                                  |
|                                      |                                  |
| 2) Serial Port:               Telnet |                                  |
|                                      |                                  |
| *) Save Current Configuration        |                                  |
| -) Exit Configuration (no save)      |                                  |
| $) Security Settings                 |                                  |
| #) System Settings                   |                                  |
| ?) Refresh this Screen               |                                  |
`-------------------------------------------------------------------------'

Change which option?
```

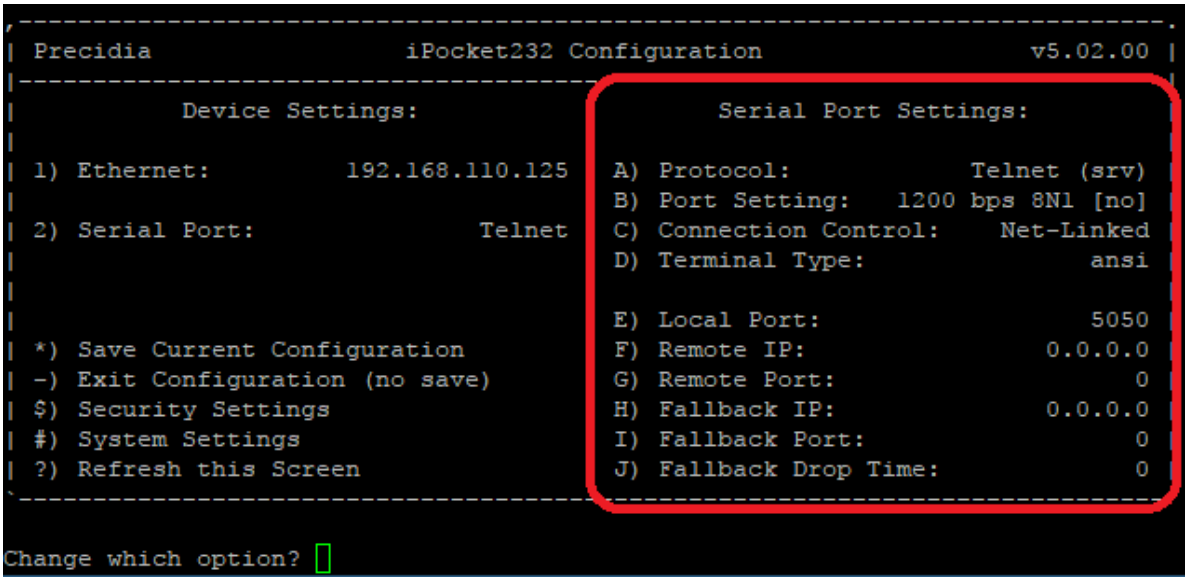
Choose **1) Ethernet** to set the static IP address, Subnet Mask & Gateway information.

Example



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



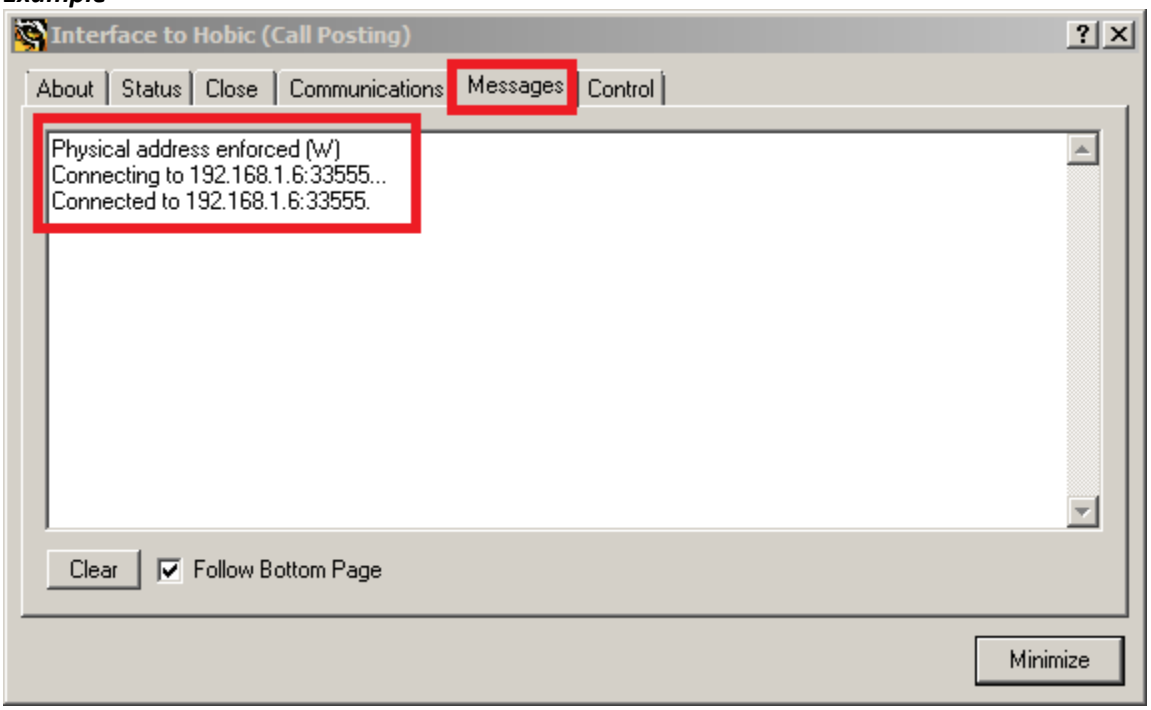
A) Protocol - set as **Telnet (srv)**
B) Port Setting – the agreed upon serial port baud rate of the two devices (i.e. between the iPocket and the PMS)
C) Connection Control – set as **Net-Linked**
D) Terminal Type – set as **ansi**
E) Local Port – This will be the port number that the iCharge interface 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



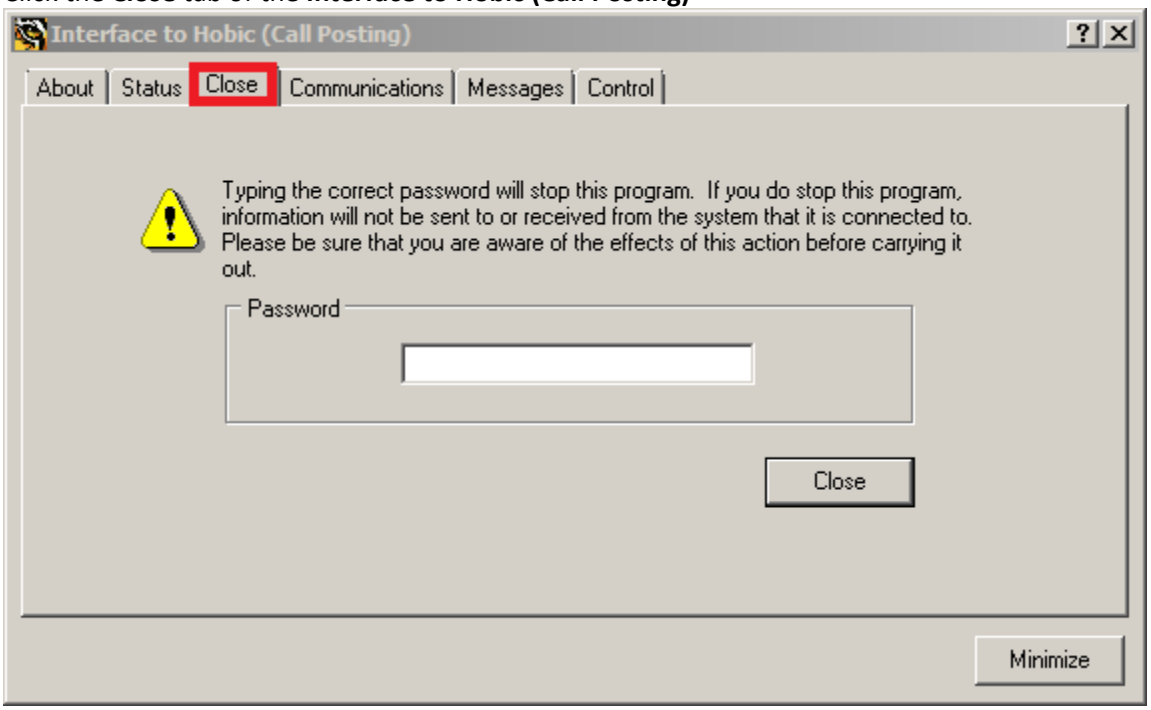
If the phrase **Connected to** is shown, this means that a succesful client connection has been made to the iPocket or PMS

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.

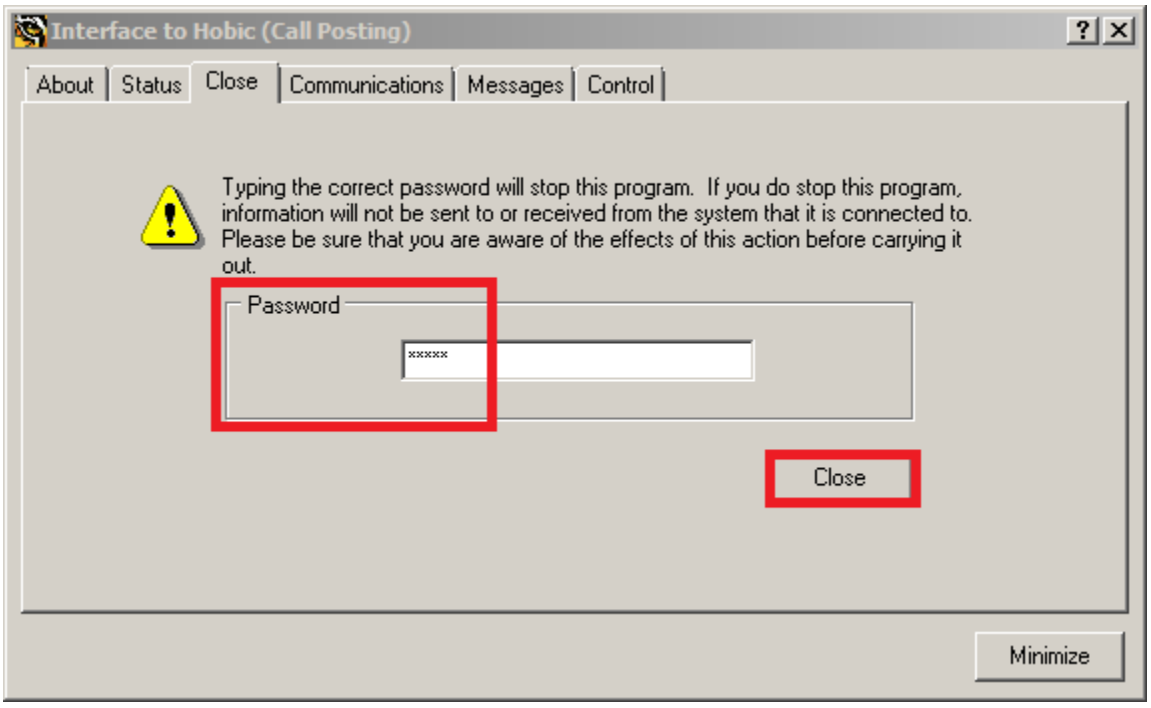
Before you test the Hobic interface

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)**

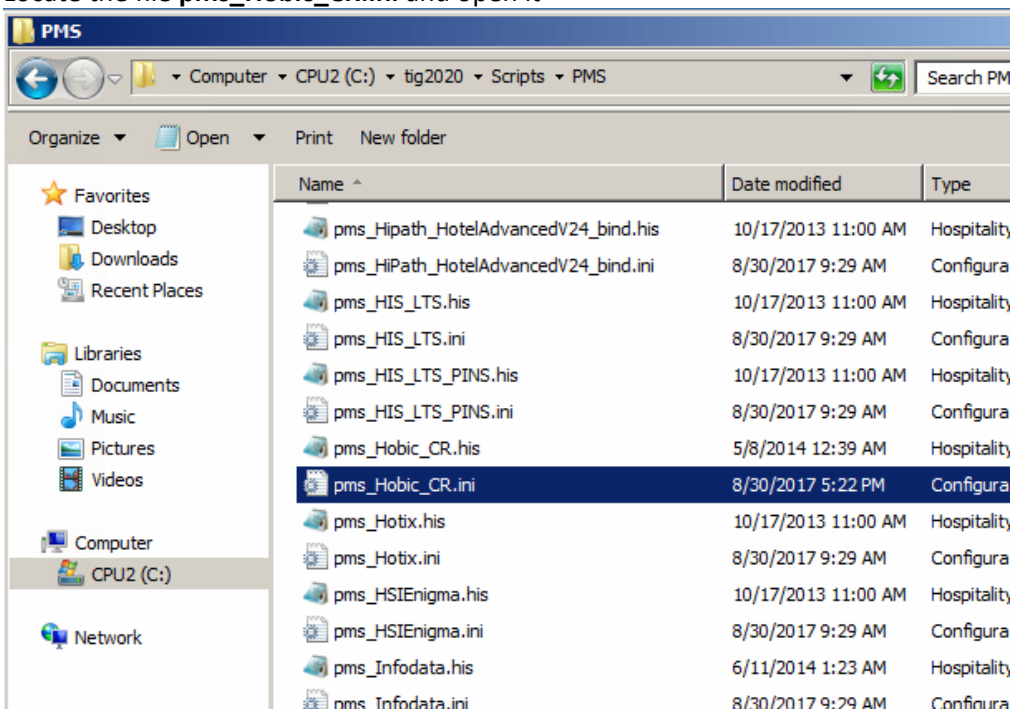


Enter the password **regit**
Click **Close**

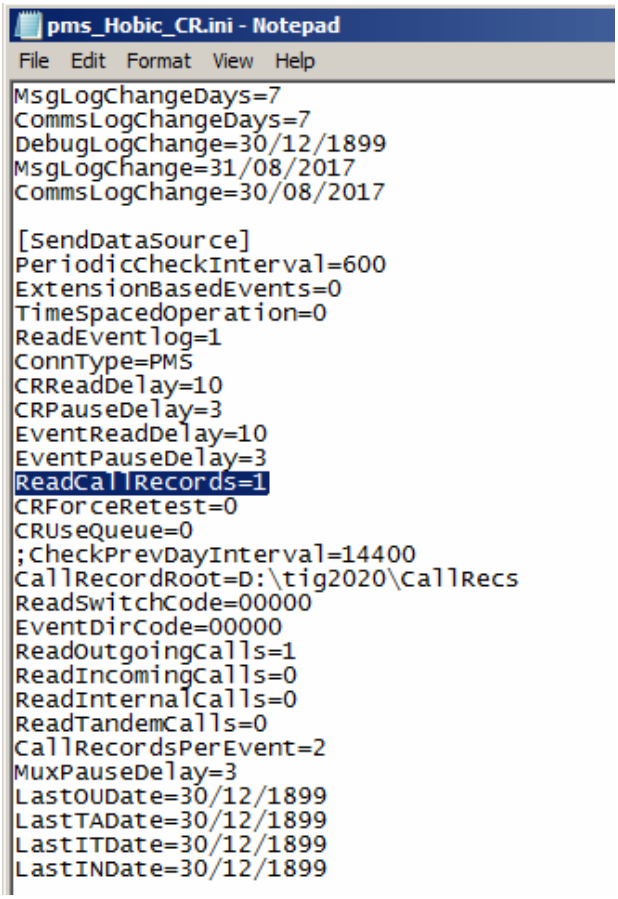


The interface will shutdown.

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

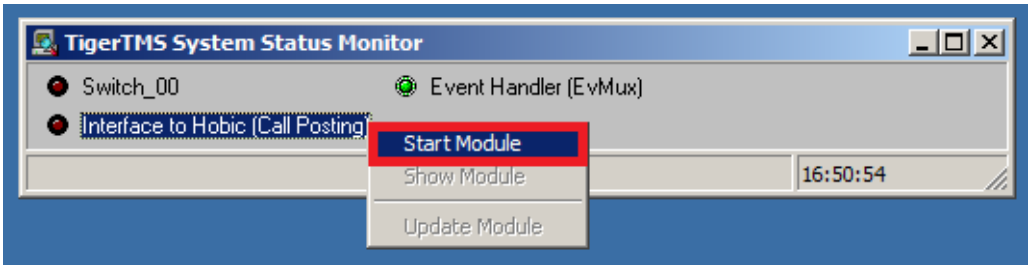


Scroll down and find the statement **ReadCallRecords=0** and change the 0 to a 1.



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**

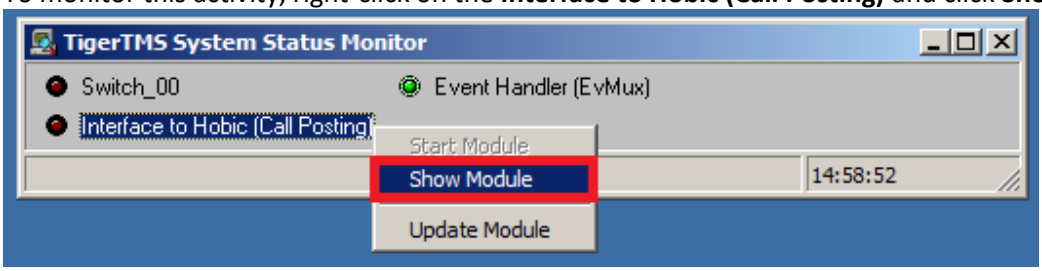


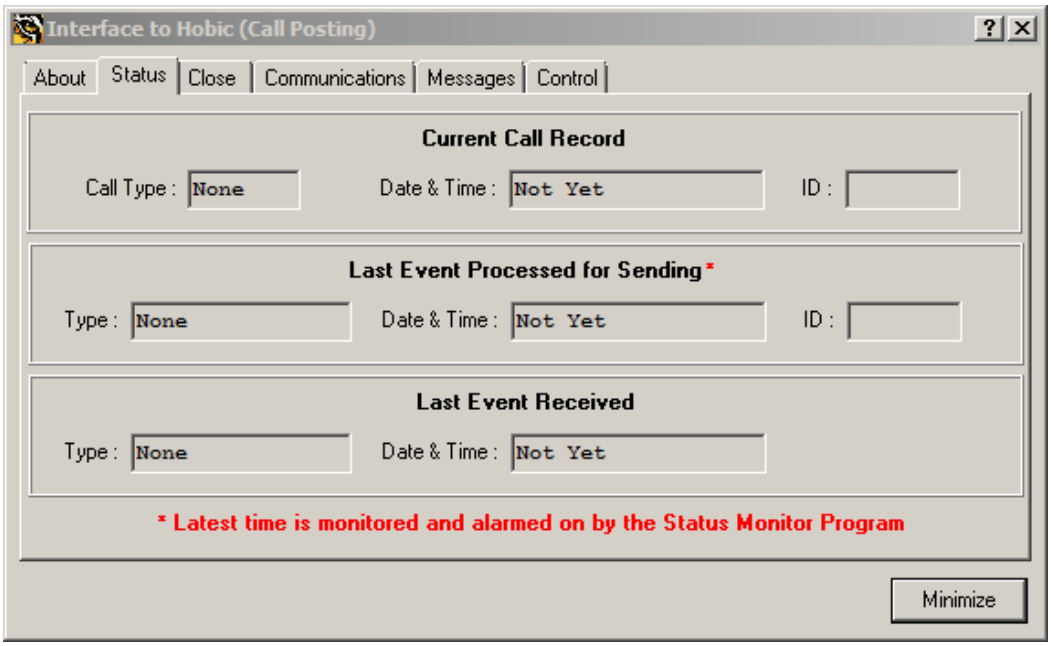
The Hobic interface will restart to the system tray.

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.

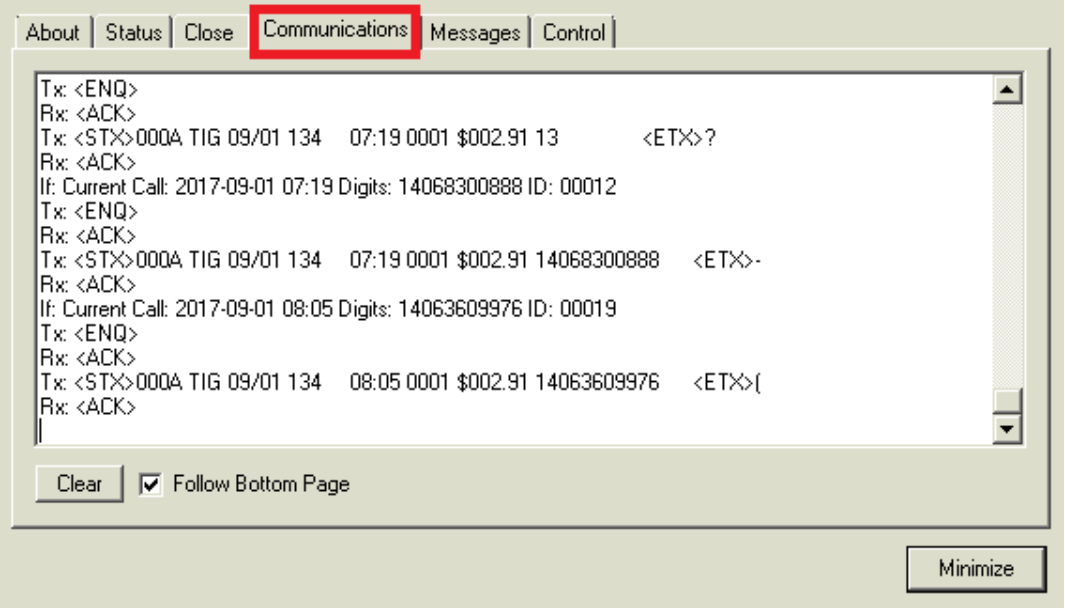
To monitor this activity, right-click on the **Interface to Hobic (Call Posting)** and click **Show Module**





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

Example



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

```
E X A M P L E (using ENQ protocol)
==================================

1. Normal delivery of message to PMS.
CAS                                          PMS
===                                          ===
ENQ ------------------------------------->
    <------------------------------------ ACK
STX hobic record text ETX BCC ------------>
    <------------------------------------ ACK
```

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 Support-us@connectedguests.com

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

END OF DOCUMENT