

iCharge installer setup guide

FOR MIVOICE OFFICE 400



NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

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

®,™ Trademark of Mitel Networks Corporation
© Copyright 2017 Mitel Networks Corporation
All rights reserved

| | |
|------------------------------------------------------------------------------------|----|
| 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 |
| Programming 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 proceeding with the iCharge software installation, please verify the following:

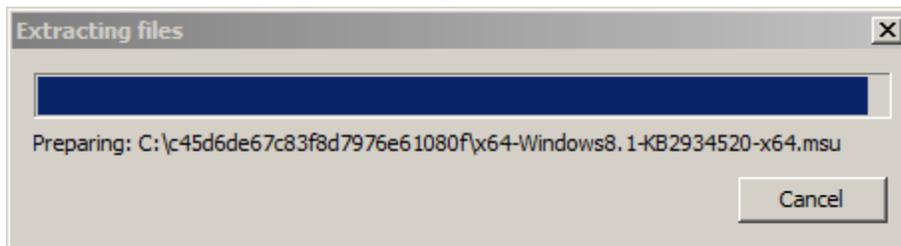
- You have completed updating your CPU2-S as outlined in the **MiVO 400 hospitality “utility” packages** document.
- You have received the low-profile USB storage device containing the iCharge installer files, and have connected it to an available USB port on the CPU2-S.
- Installed TeamViewer (used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

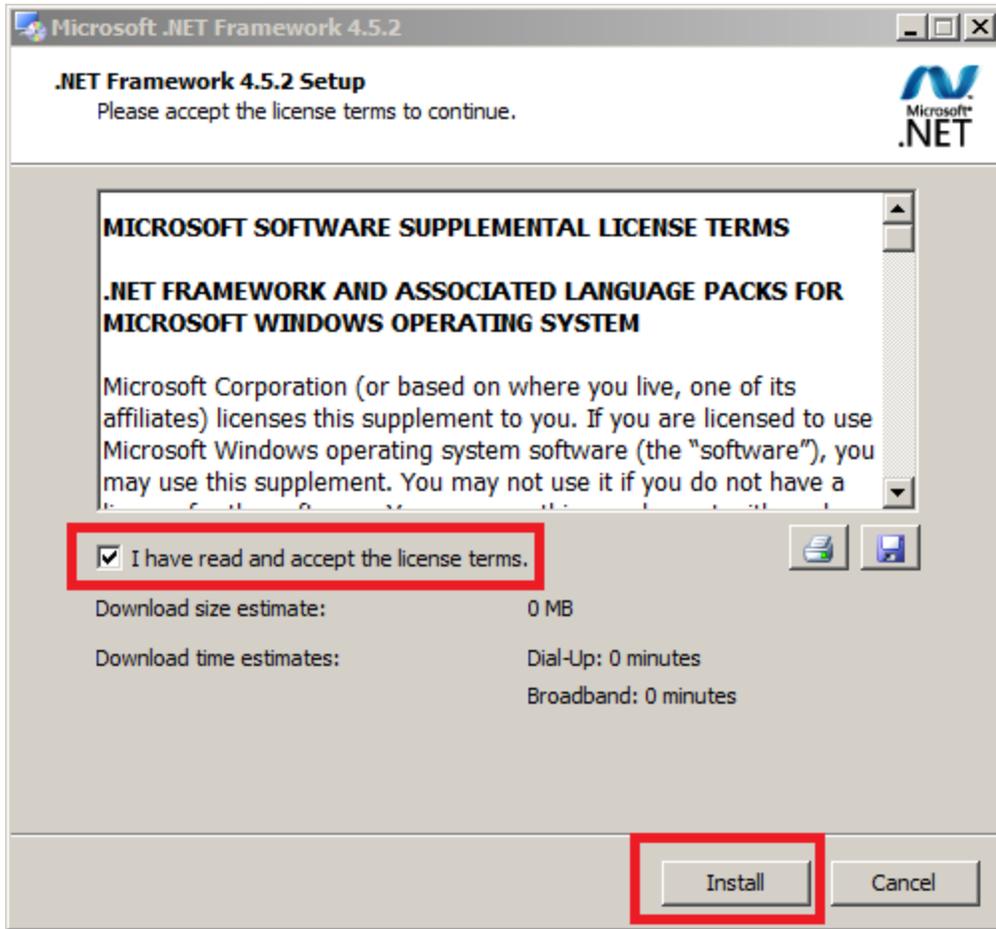
Installing Microsoft .NET

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

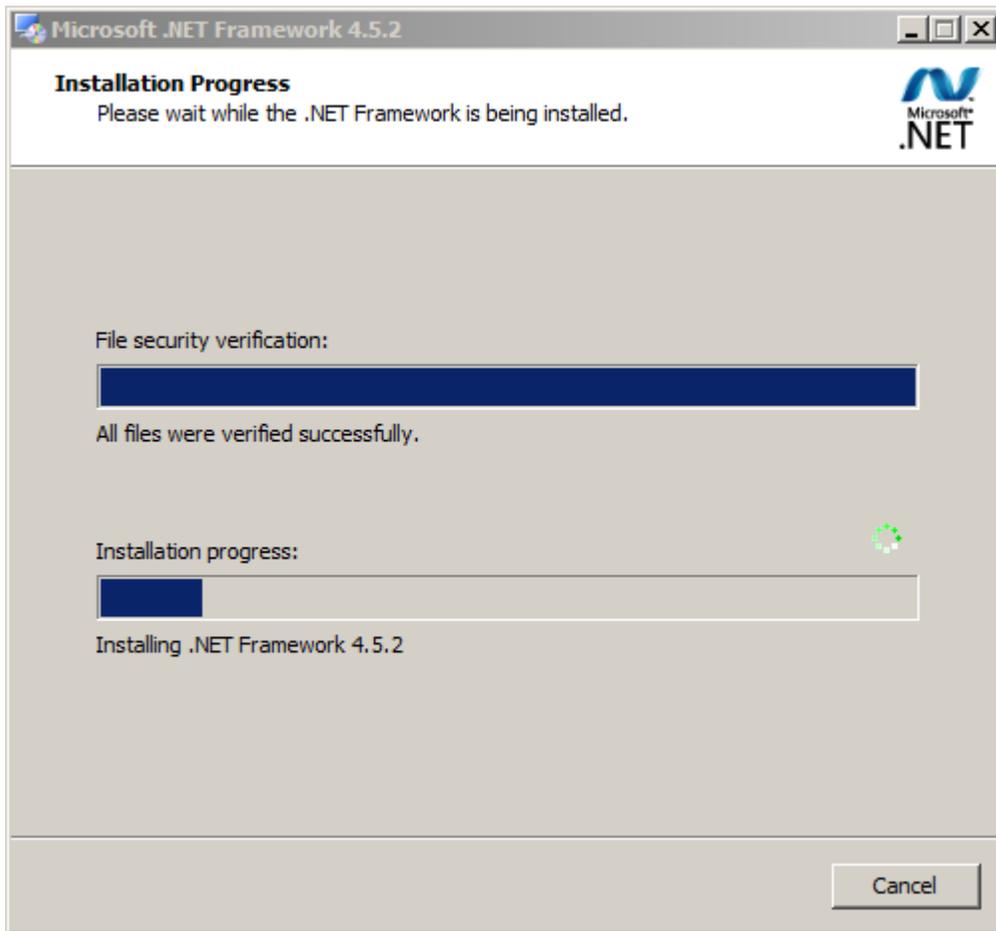
The .NET installation program will begin to extract files.



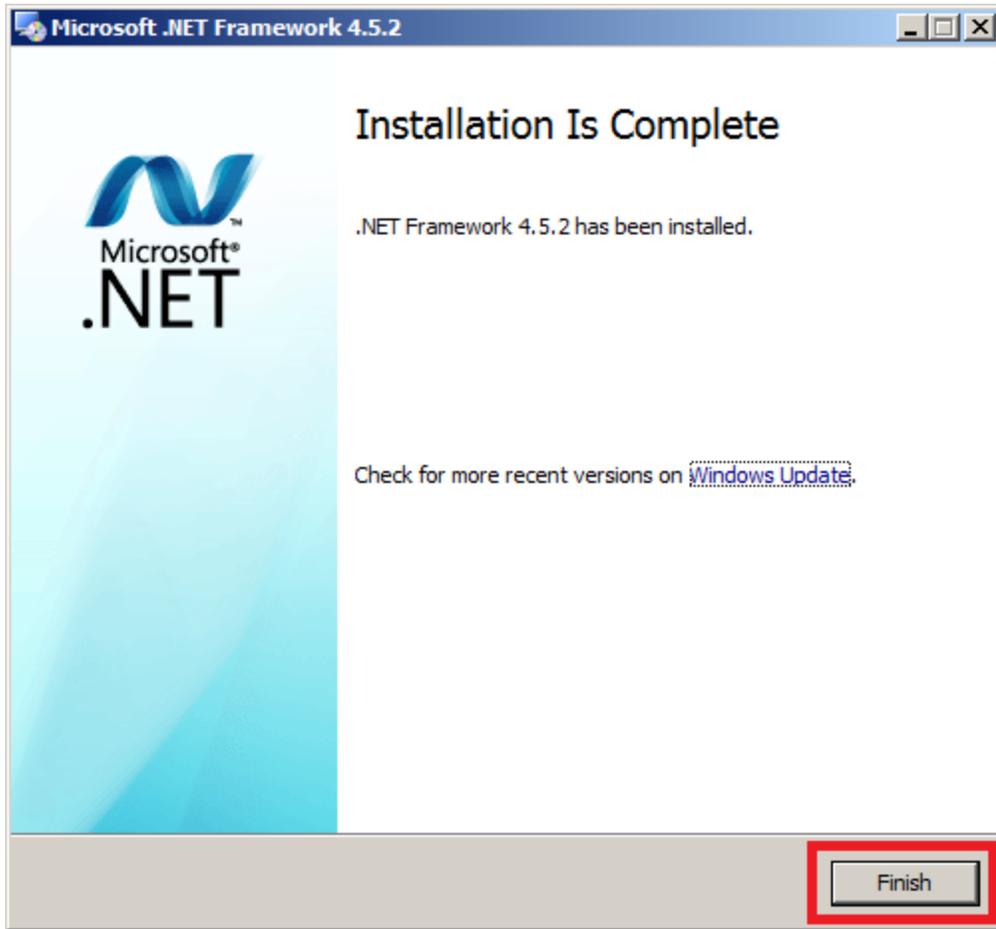
Check the acceptance box, then click **Install** to continue.



Installation will take a few minutes.

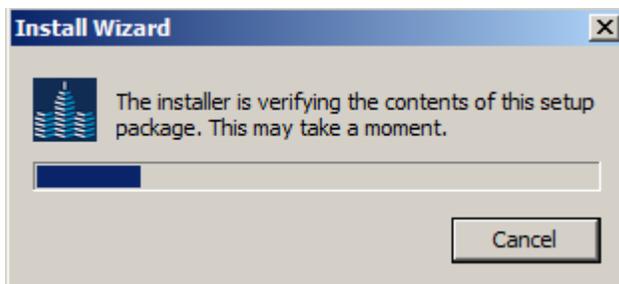


Click **Finish** when complete.

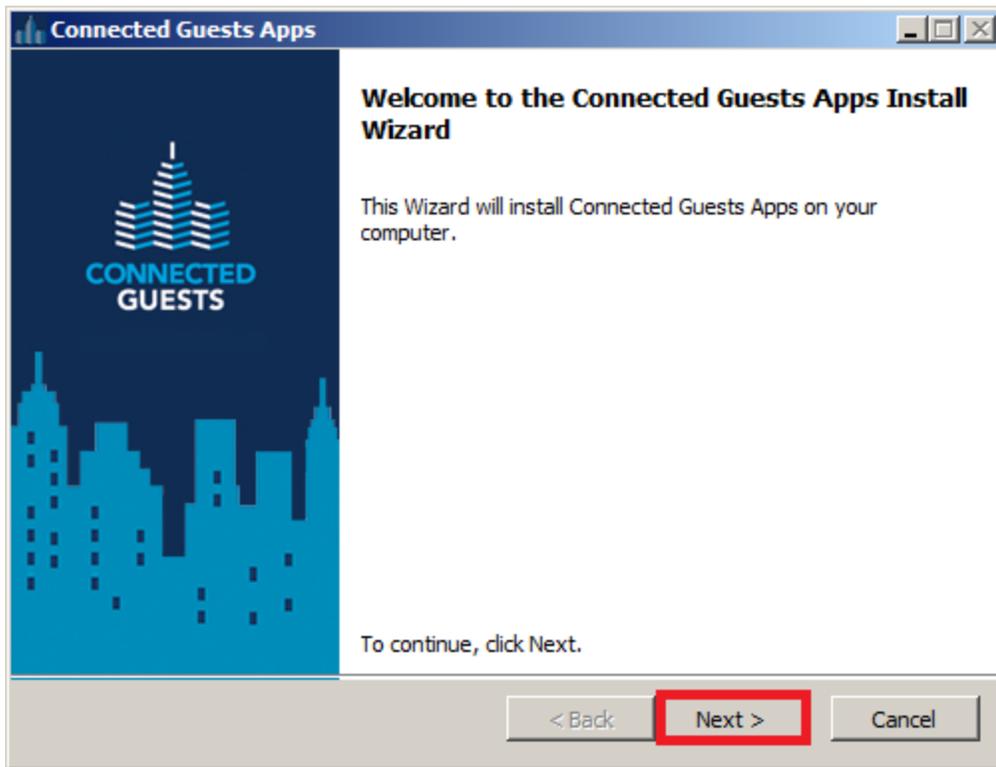


Installing iCharge

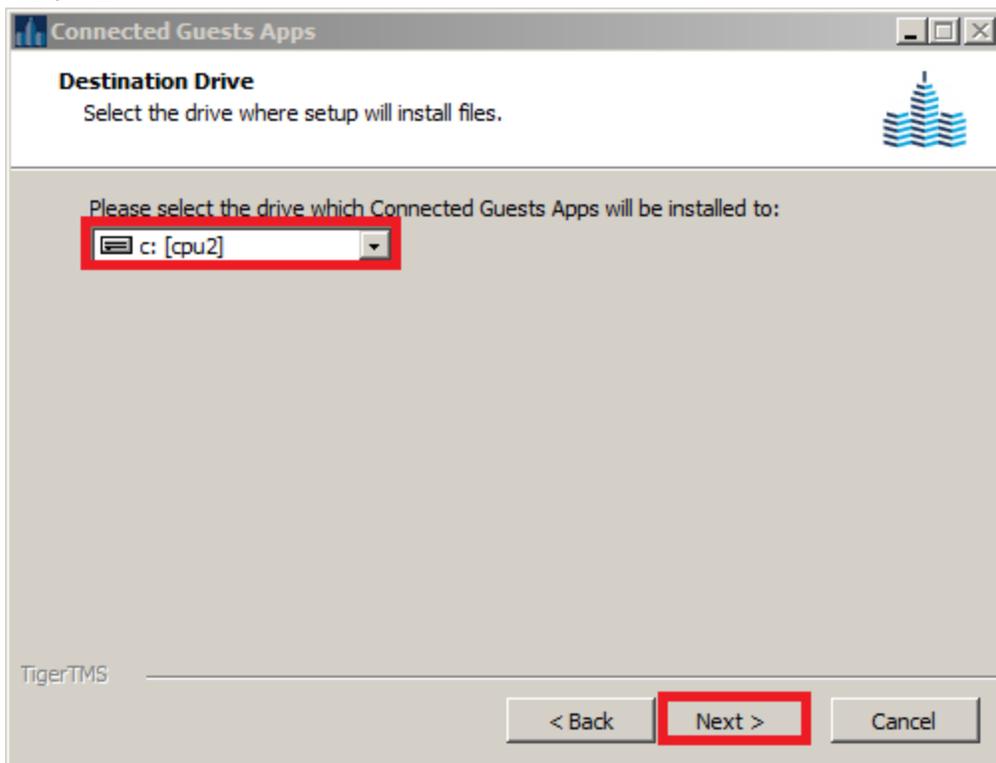
Browse to the USB storage device containing the iCharge installer files and run the file called **ConnectedGuests_Apps_50.3.2.0.exe**



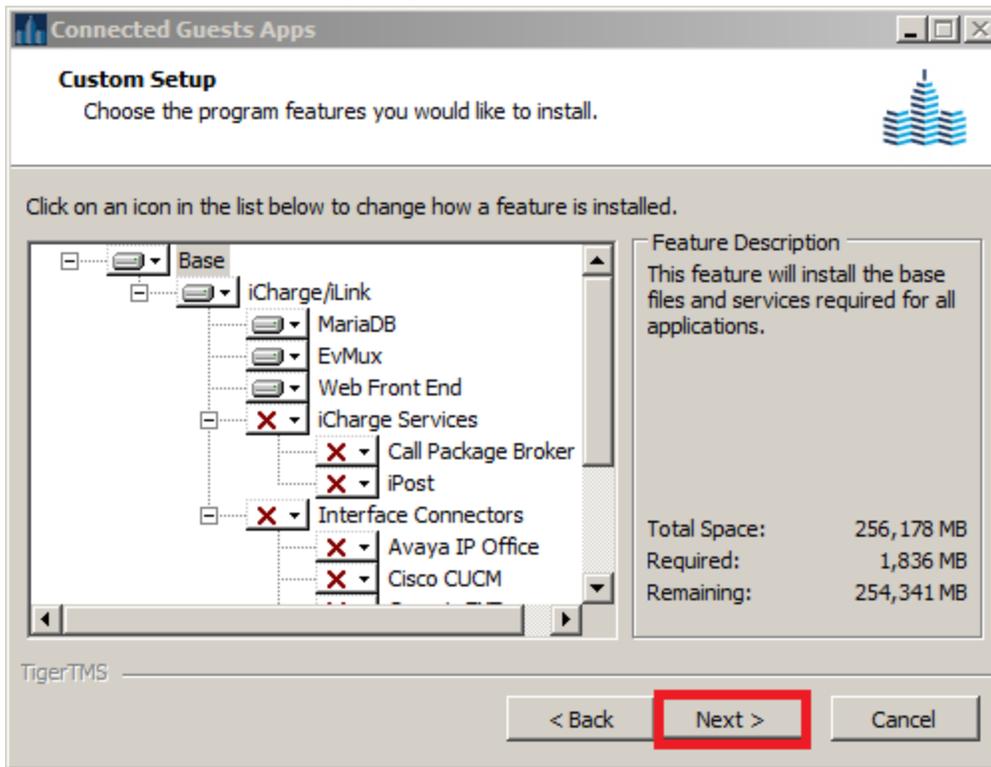
Click **Next** to continue.



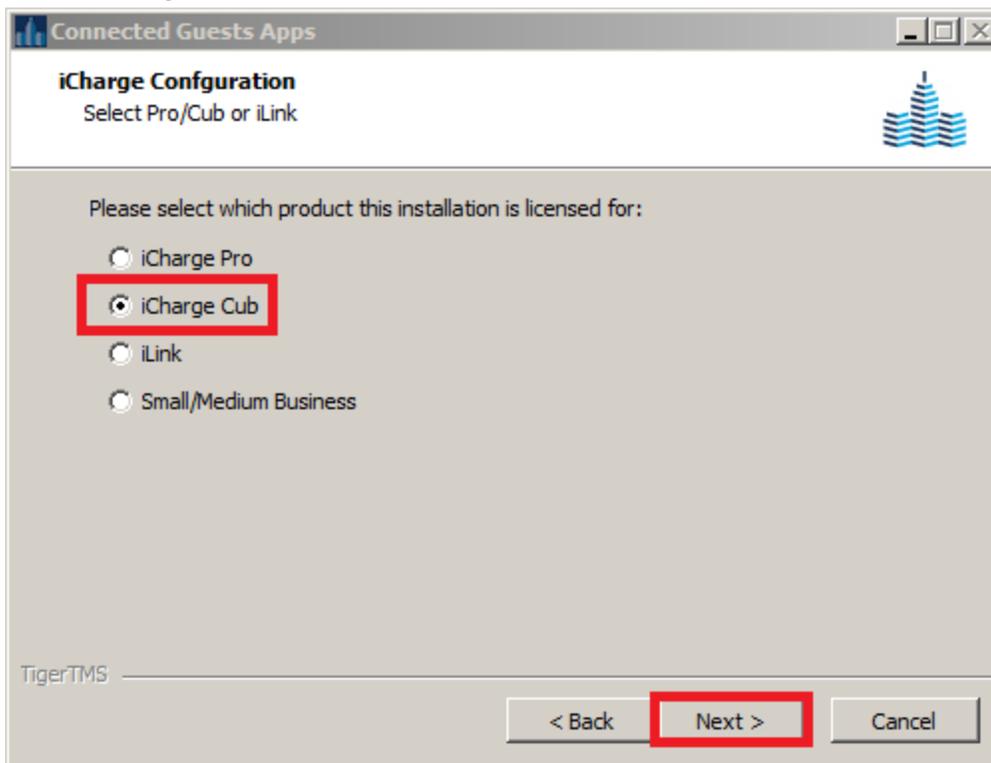
c: [cpu2] is where the software will be installed. Click **Next** to continue.



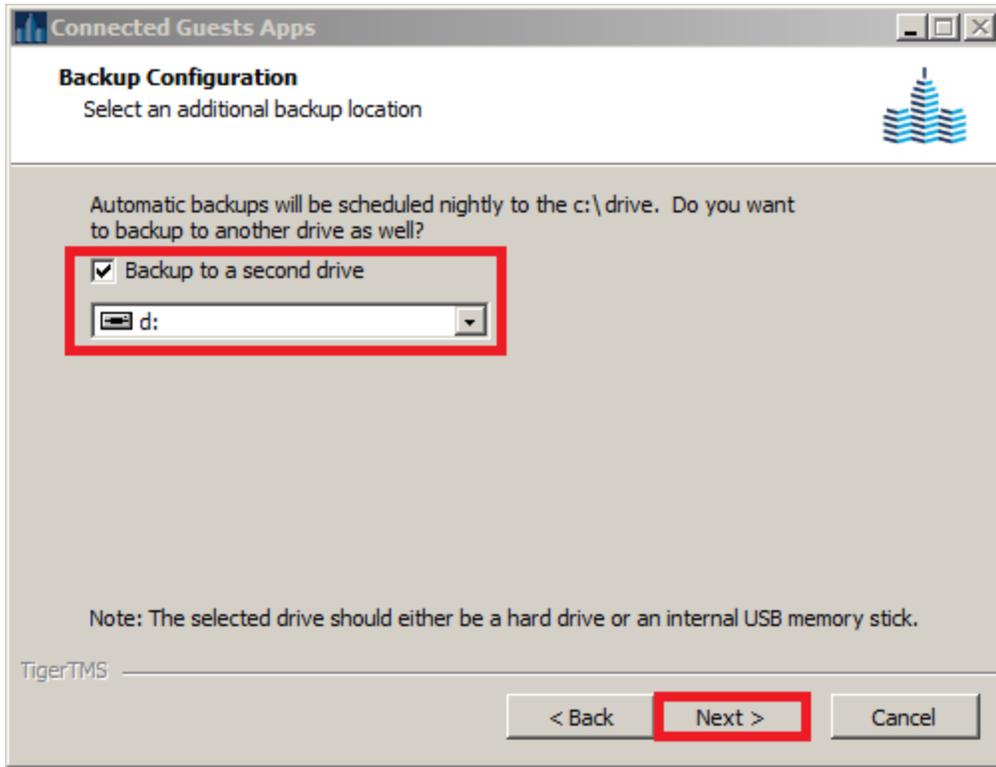
You don't need to choose anything on this screen. Click **Next** to continue.



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



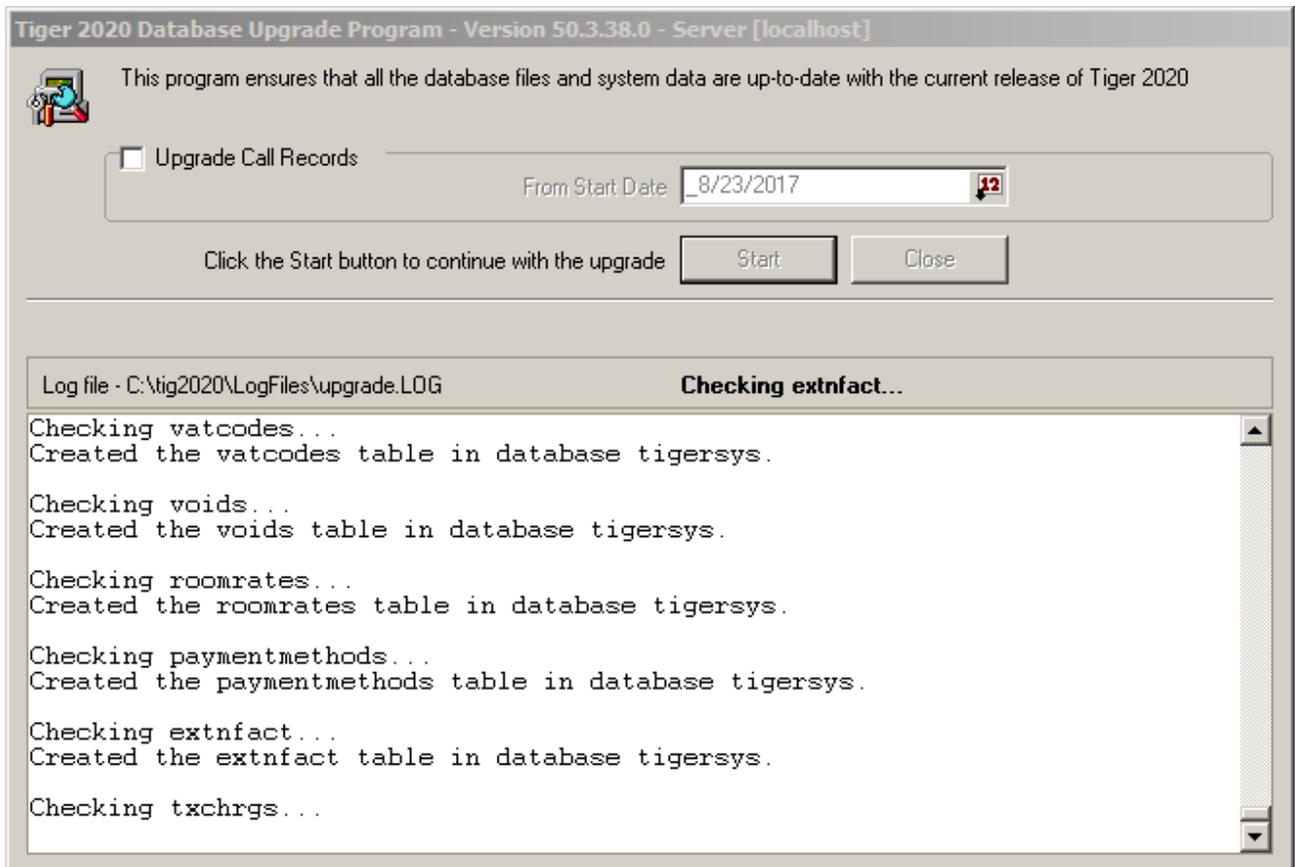
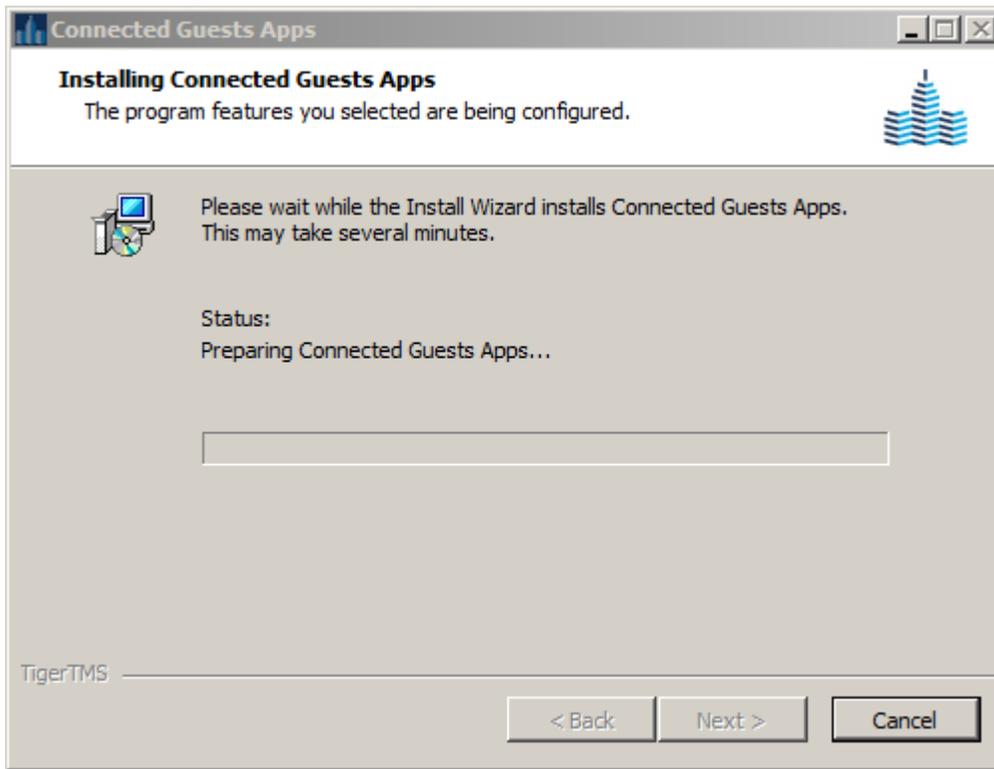
Check the box **Backup to a second drive**. Click the drop-down box and select **d:** then click **Next**



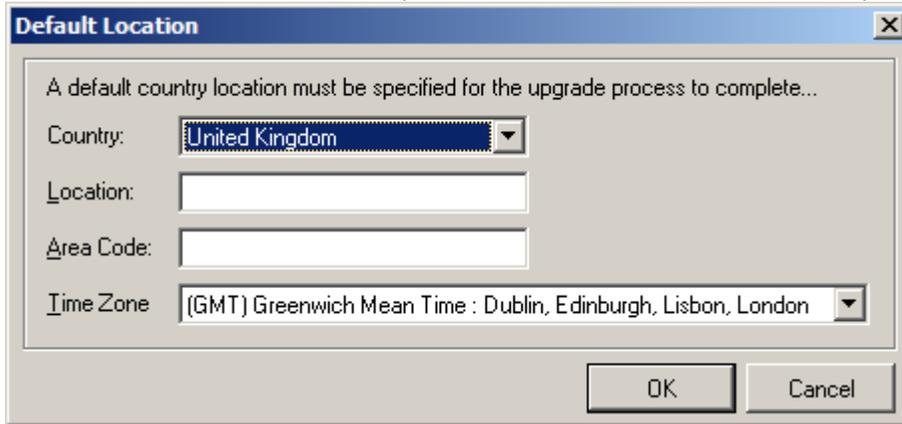
Click **Install** to run the installer.



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.



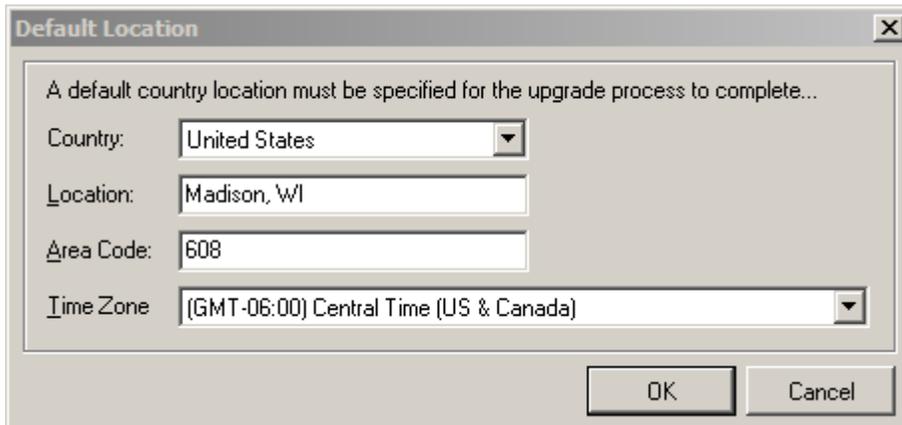
The screenshot shows a dialog box titled "Default Location" with a close button (X) in the top right corner. The main text reads: "A default country location must be specified for the upgrade process to complete...". Below this, there are four input fields:

- Country:** A dropdown menu with "United Kingdom" selected.
- Location:** An empty text input field.
- Area Code:** An empty text input field.
- Time Zone:** A dropdown menu with "(GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London" selected.

At the bottom right, there are two buttons: "OK" and "Cancel".

Click **OK** to continue

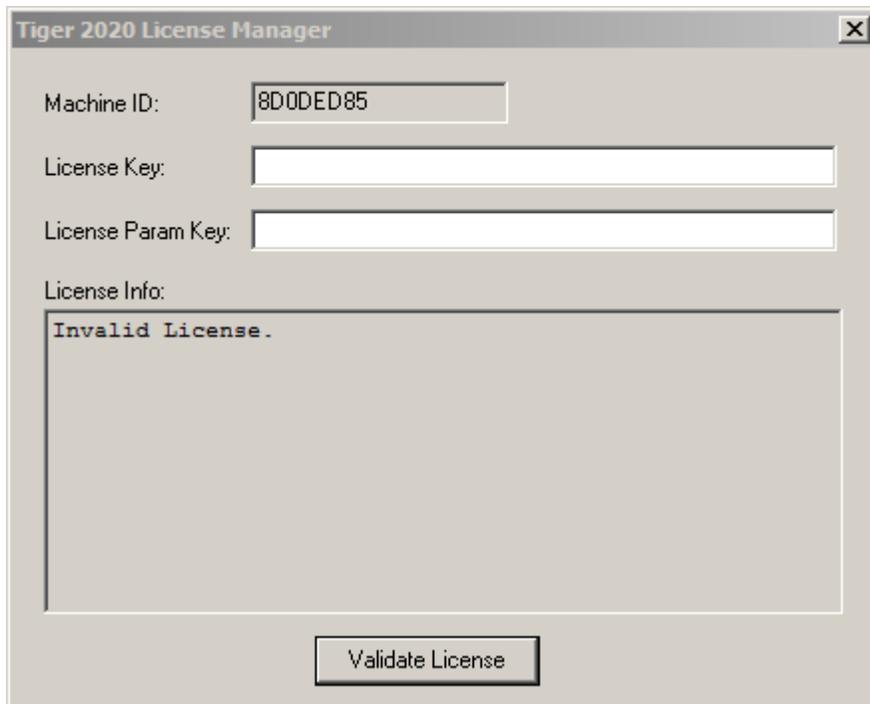
Example



The screenshot shows a dialog box titled "Default Location" with a close button (X) in the top right corner. The main text reads: "A default country location must be specified for the upgrade process to complete...". Below this, there are four input fields:

- Country:** A dropdown menu with "United States" selected.
- Location:** A text input field containing "Madison, WI".
- Area Code:** A text input field containing "608".
- Time Zone:** A dropdown menu with "(GMT-06:00) Central Time (US & Canada)" selected.

At the bottom right, there are two buttons: "OK" and "Cancel".



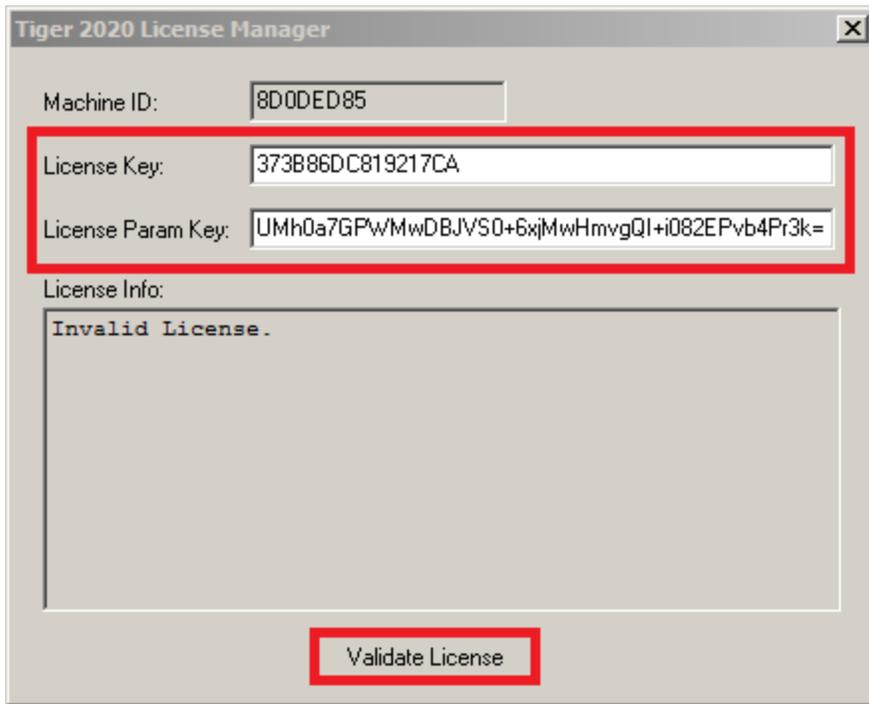
You cannot proceed further without a License based on the systems Machine ID. Contact Connected Guests Technical Support at **800-424-6757, option 1** and provide the Connected Guests technician with the following information:

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

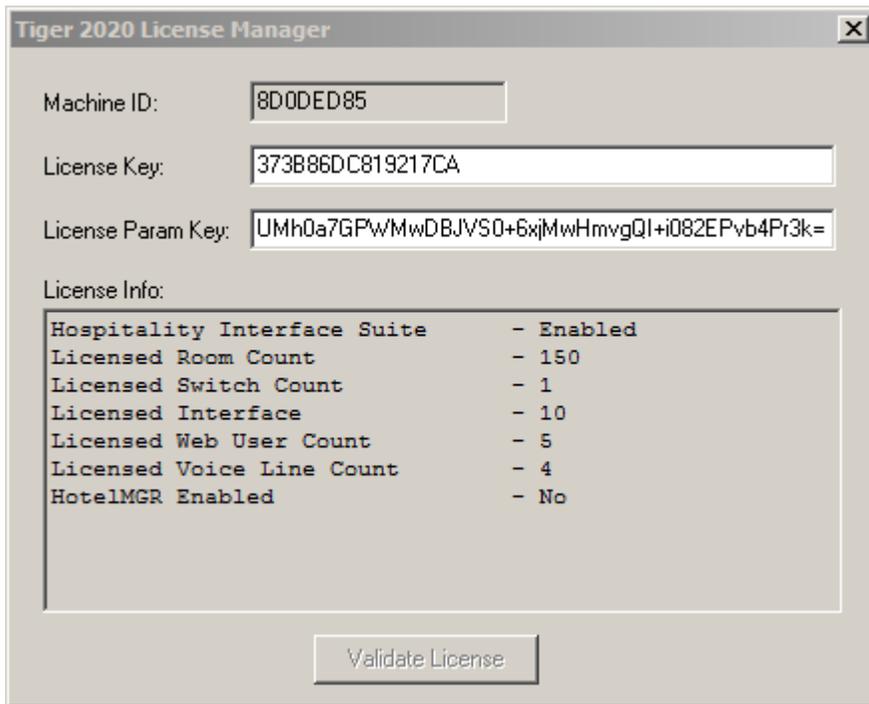
Once the licence has been generated, Connected Guests Technical Support will email the systems licence to you.

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

Example

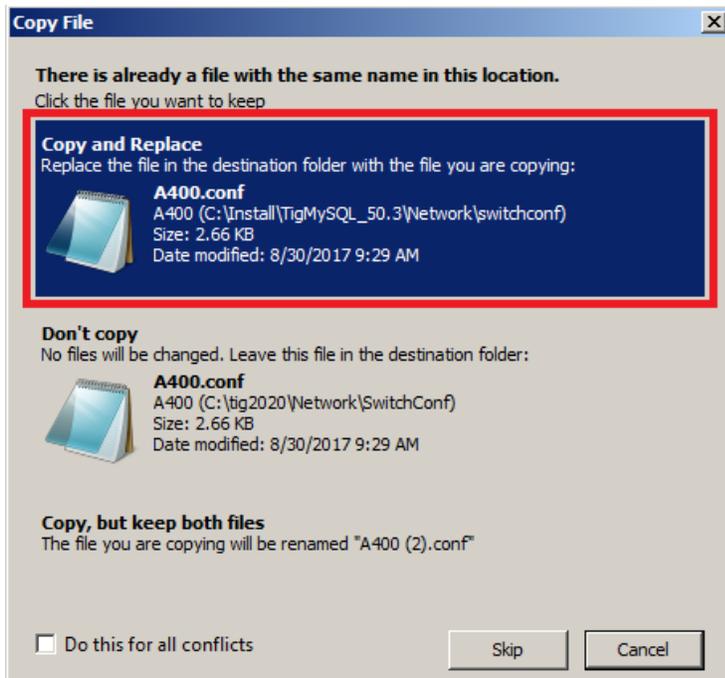
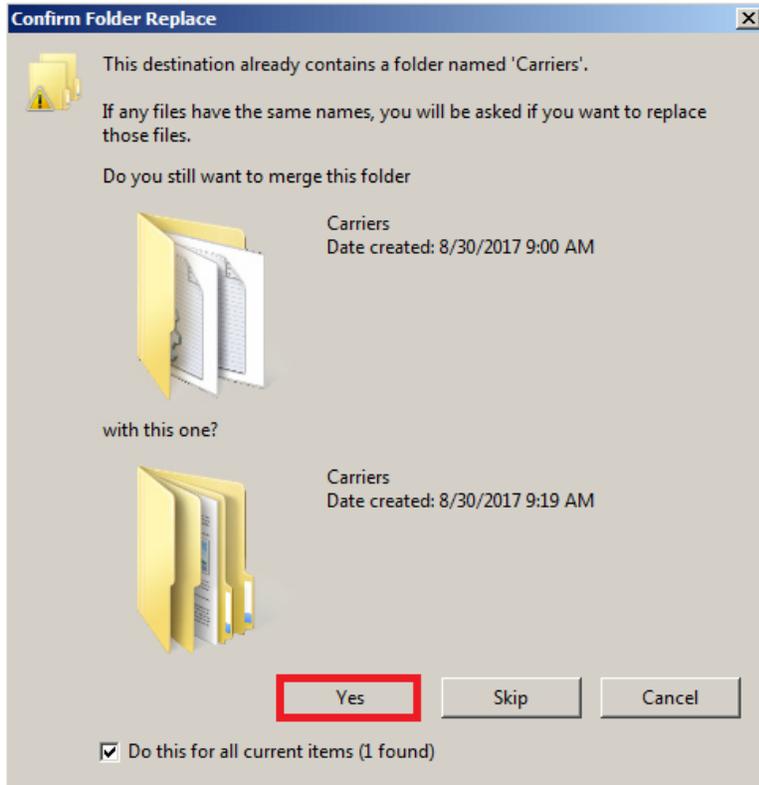


Example



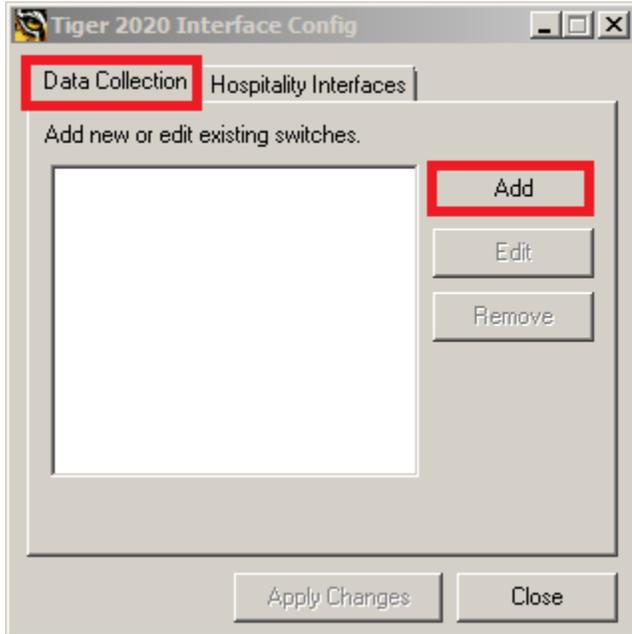
Click  in the windows upper right corner to continue.

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:



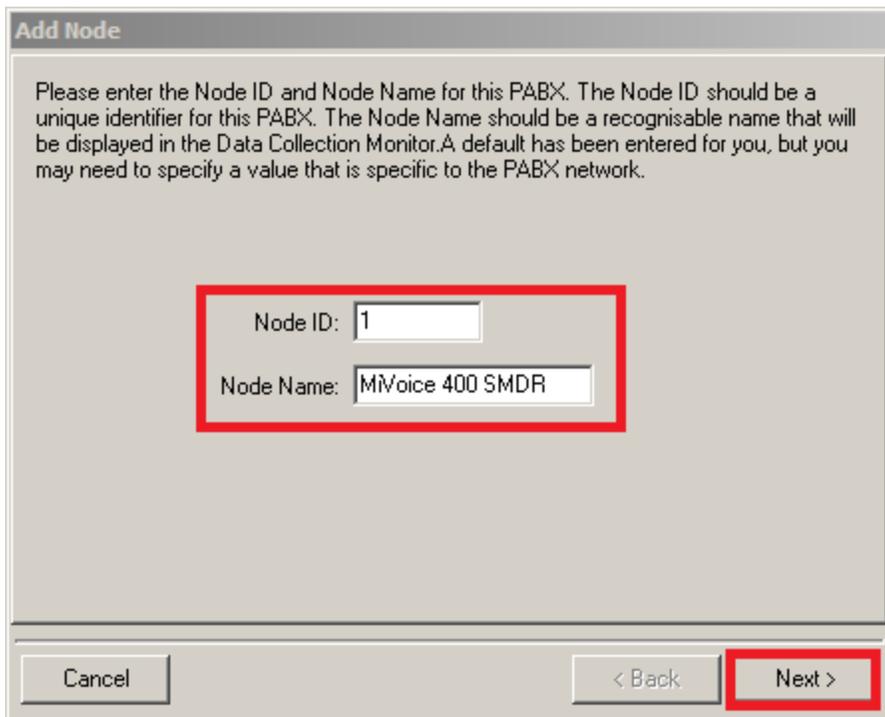
You may now continue with the iCharge configuration.

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

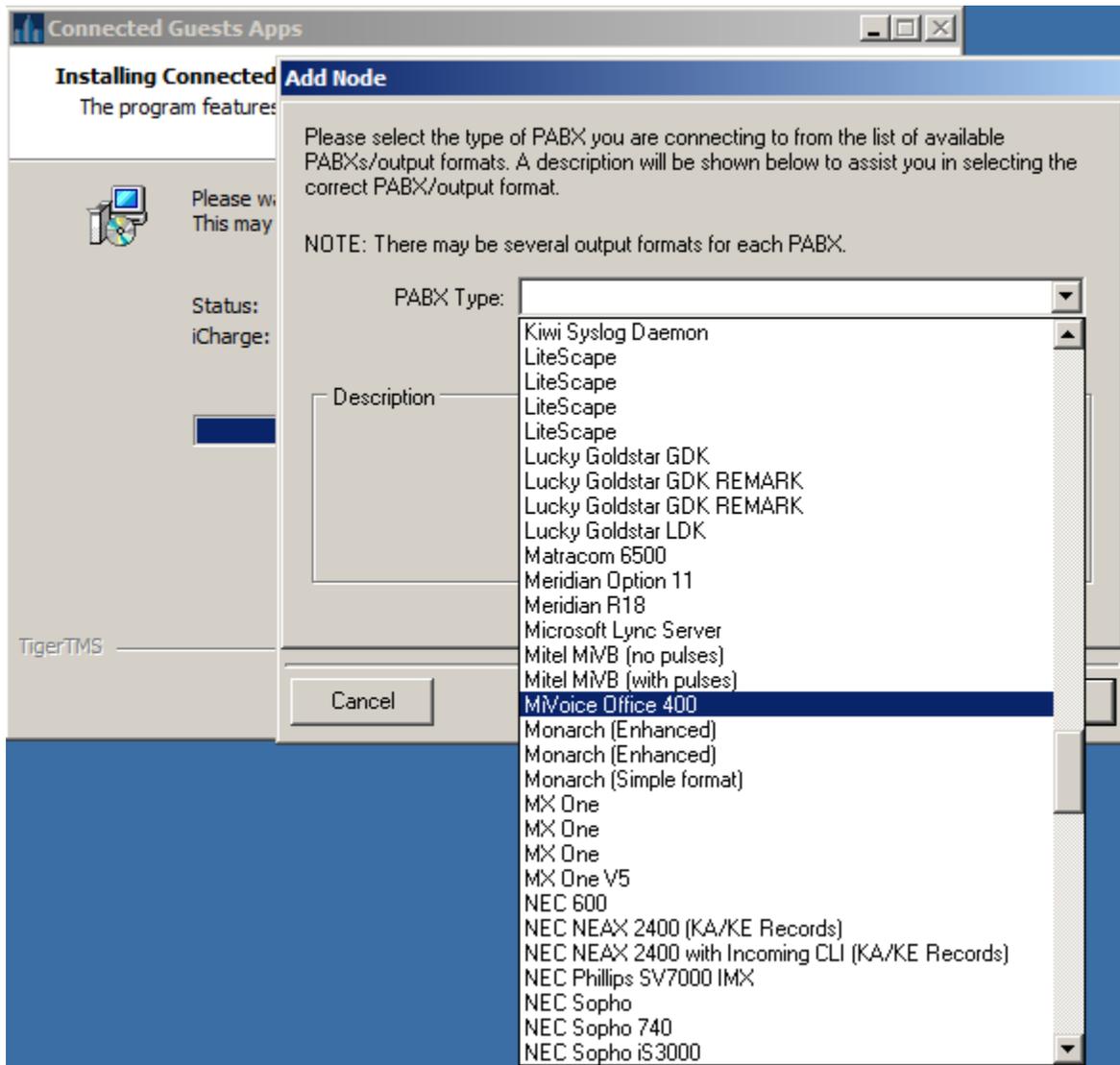


Add a Node ID and Node Name. Click **Next**

Example



Click on the down arrow and find MiVoice Office 400.



Click **Next**

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**

Description
This is the field definitions for the MVoice Office 400 (PC4 format).

Cancel < Back **Next >**

Click **Next**

Add Node

What connection type should the data collection module use to connect to the PABX?

Serial Connection

IP Connection

Cancel < Back **Next >**

Add Node

Please select whether 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:

IP Address:

IP Port Number:

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

Add Node

Please select whether the data collection module will be acting as a client or server.

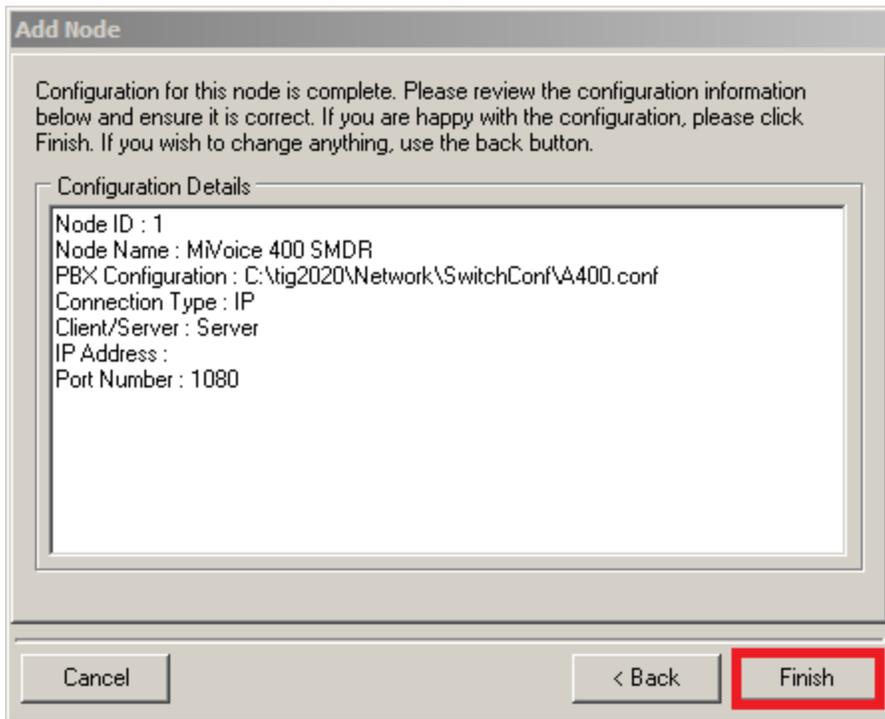
If the module will be acting as a Client, please specify the IP Address and Port Number we should connect to. If the module will be acting as a Server, please specify the Port Number we should listen for connections on.

Client/Server:

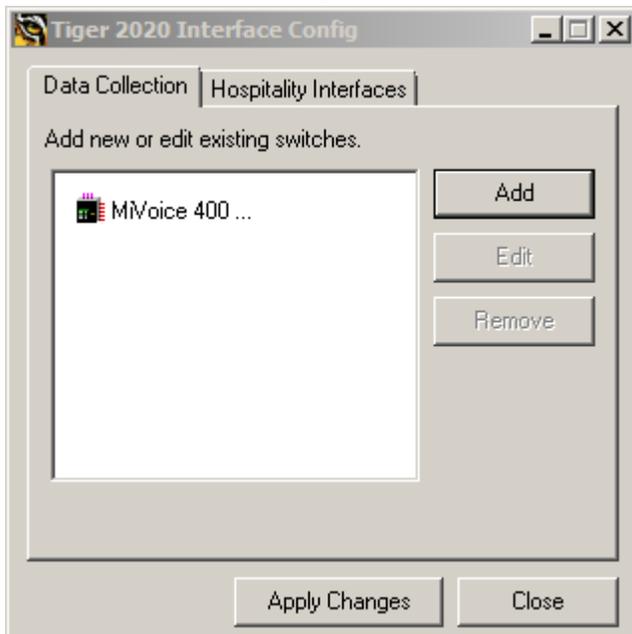
IP Address:

IP Port Number:

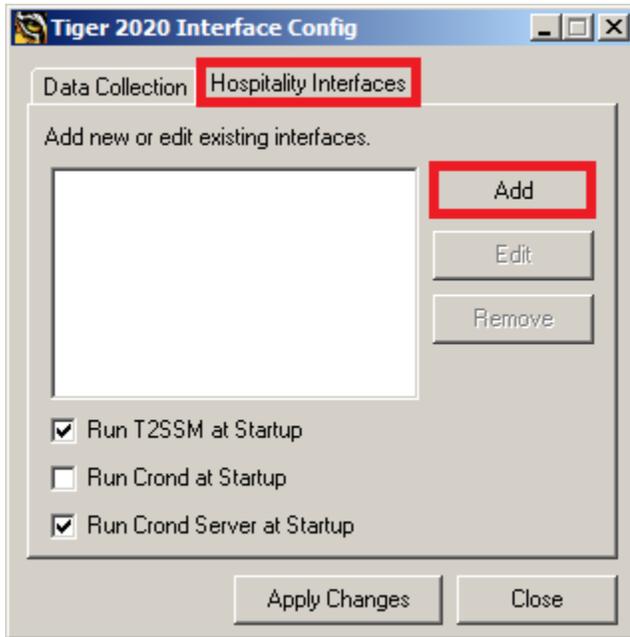
Review your work. To change a setting, click **Back**. If all is correct, click **Finish**



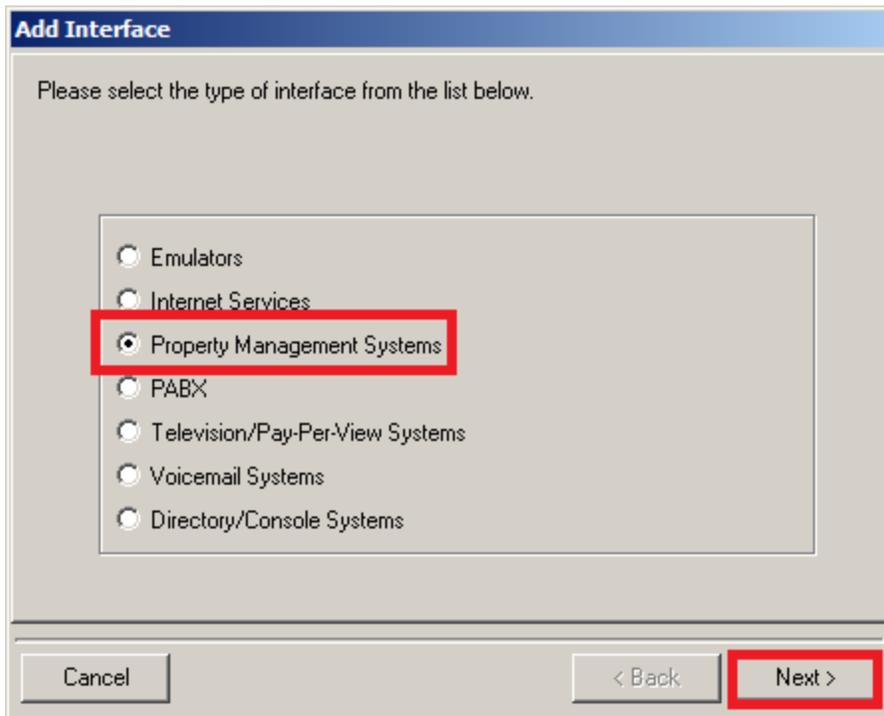
The PBX Node for collecting SMDR records from the MiVO 400 has now been added.



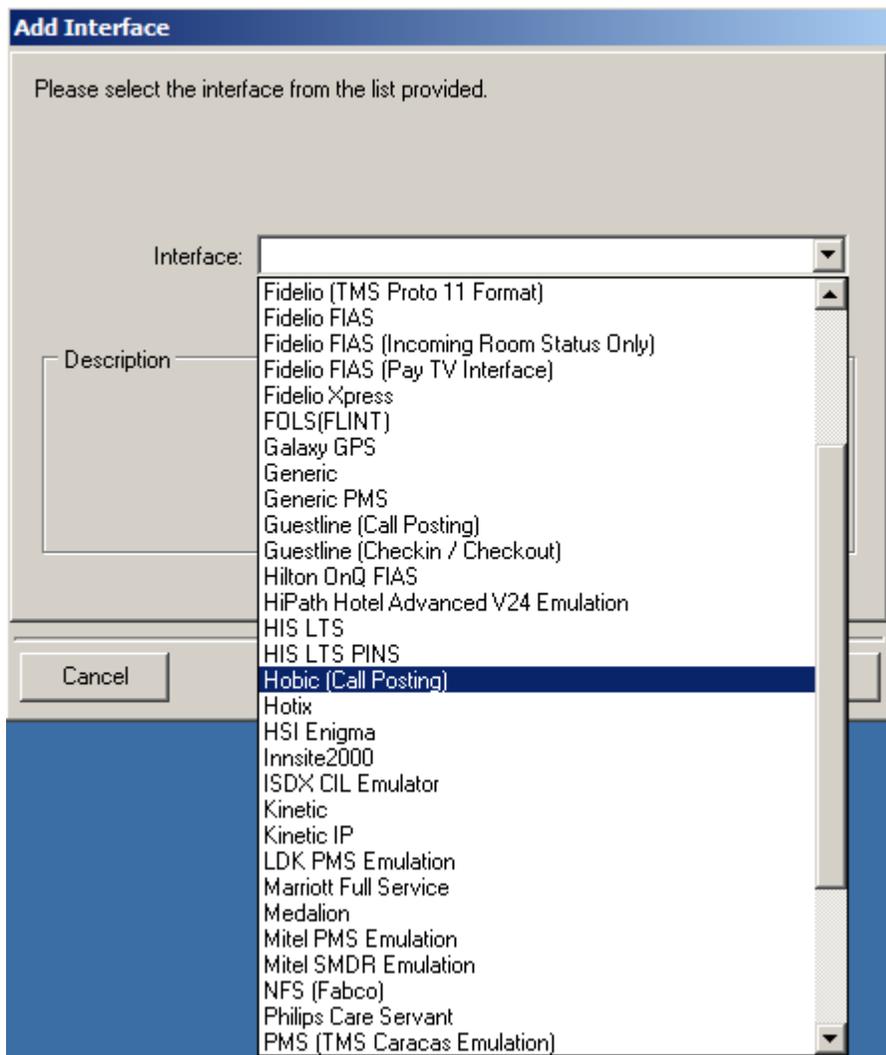
Next, select the **Hospitality Interface** tab. Click **Add**



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



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



Click **Next**

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?

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

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

Persistent Connection:

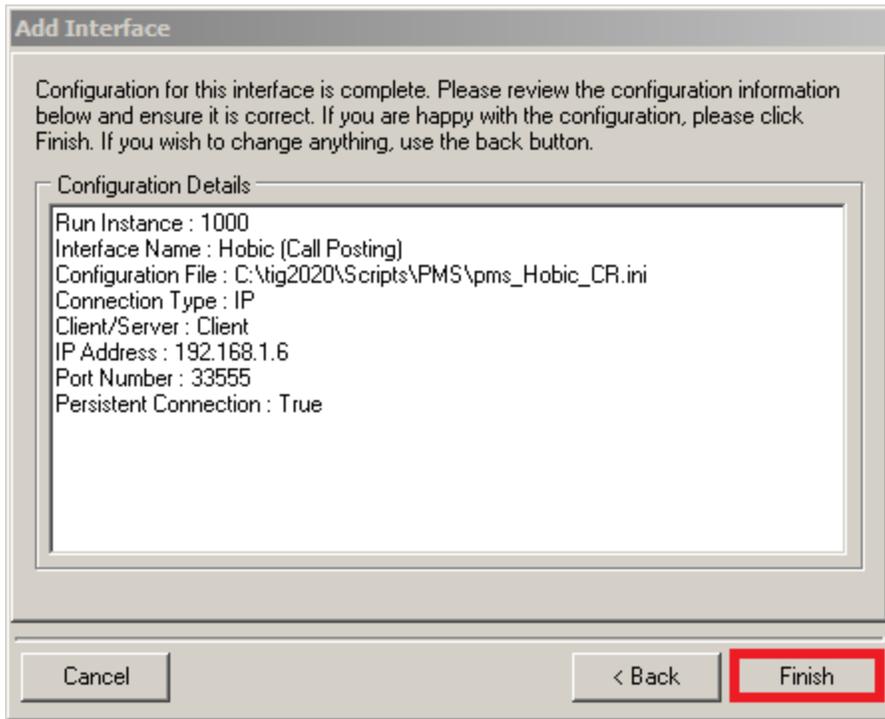
Cancel < Back Next >

Click **Next**

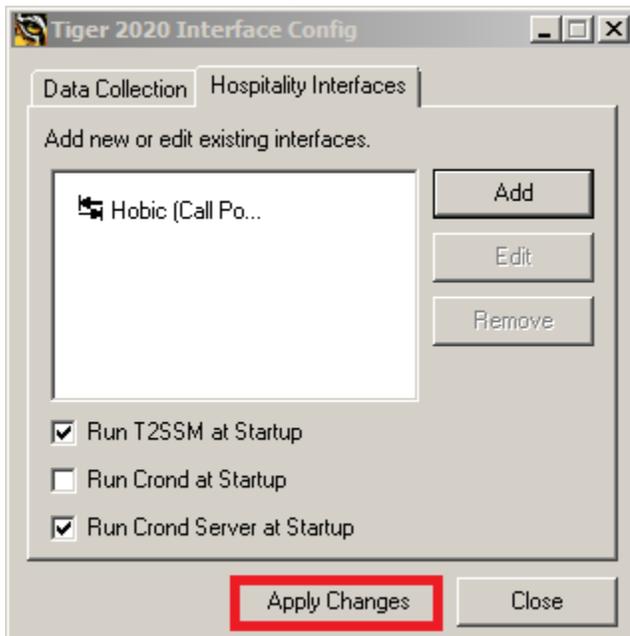
¹ iPockets are used if the PMS only supports RS-232 serial communications. If a PMS does support a direct IP connection, an iPocket may not be needed.

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

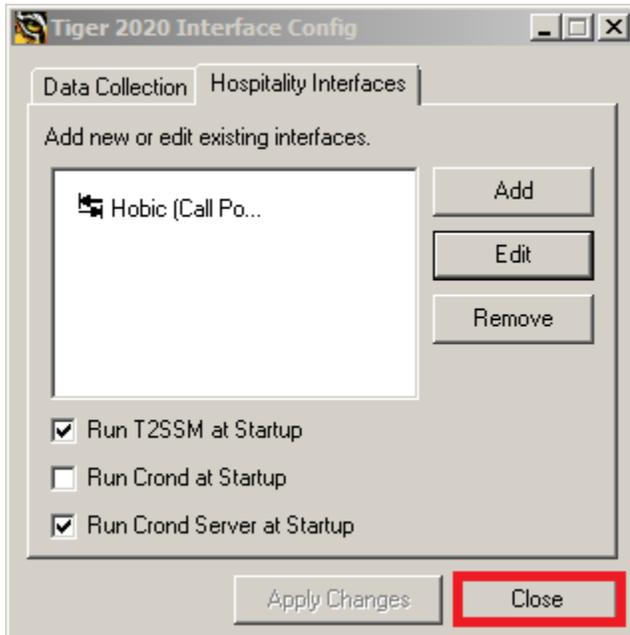
Example



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.

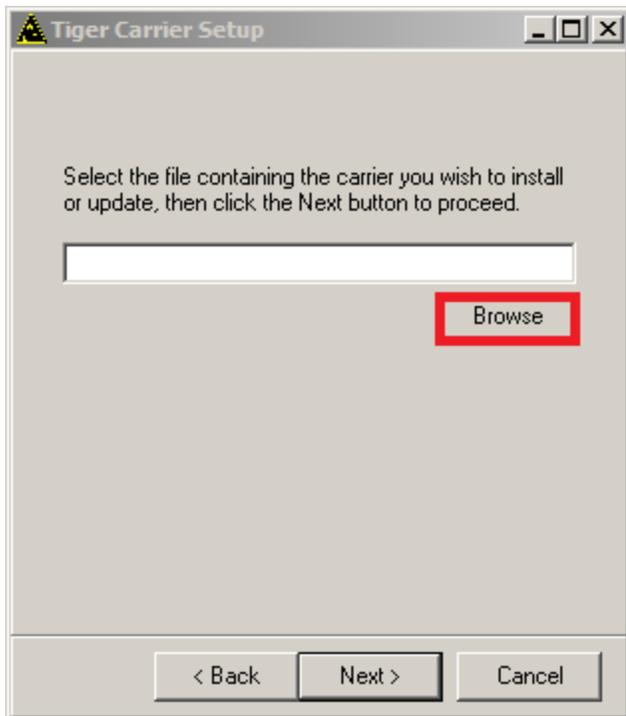
Click **Next**



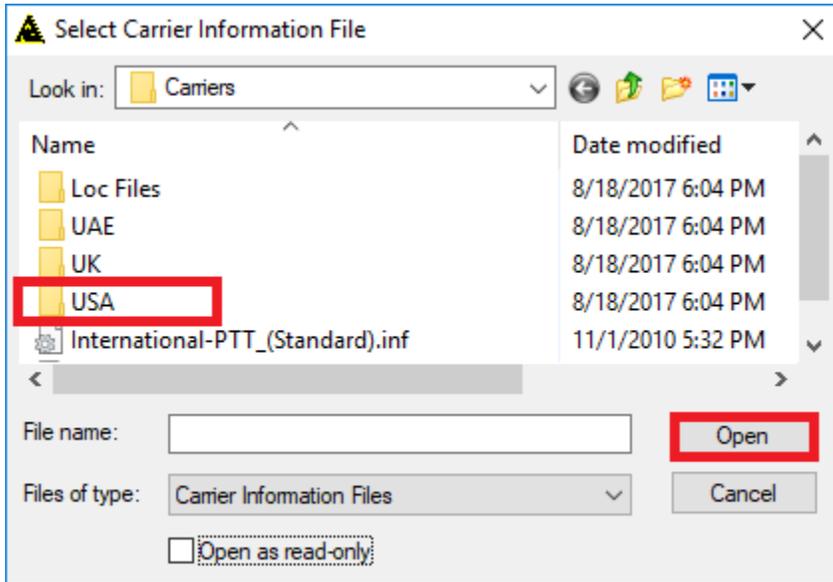
Click **Next**



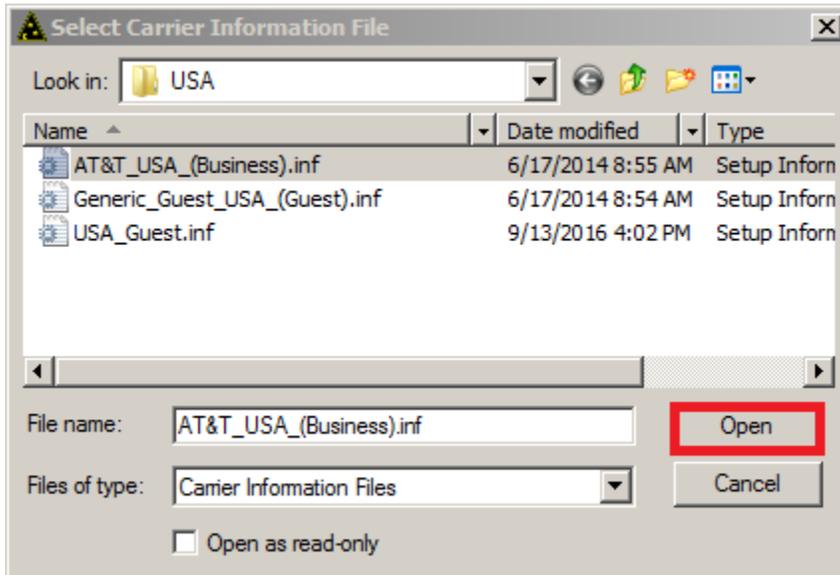
Click **Browse**



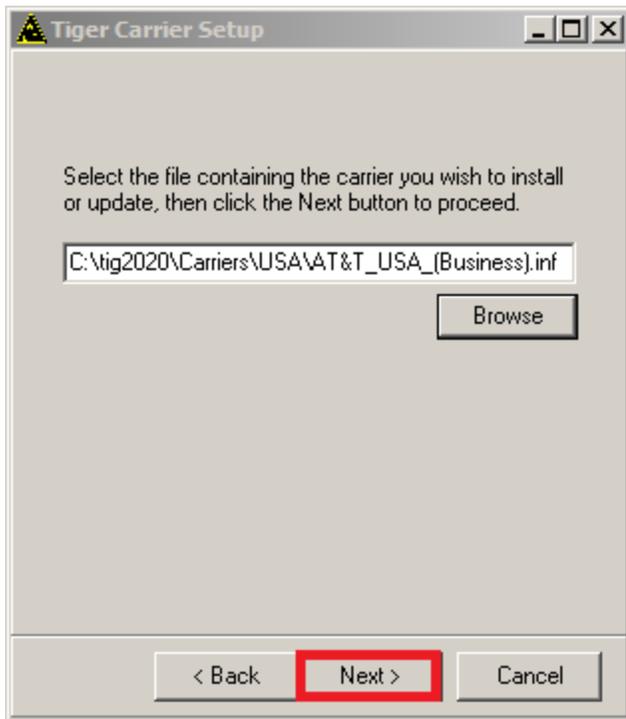
Select the **USA** folder, and click **Open**



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**

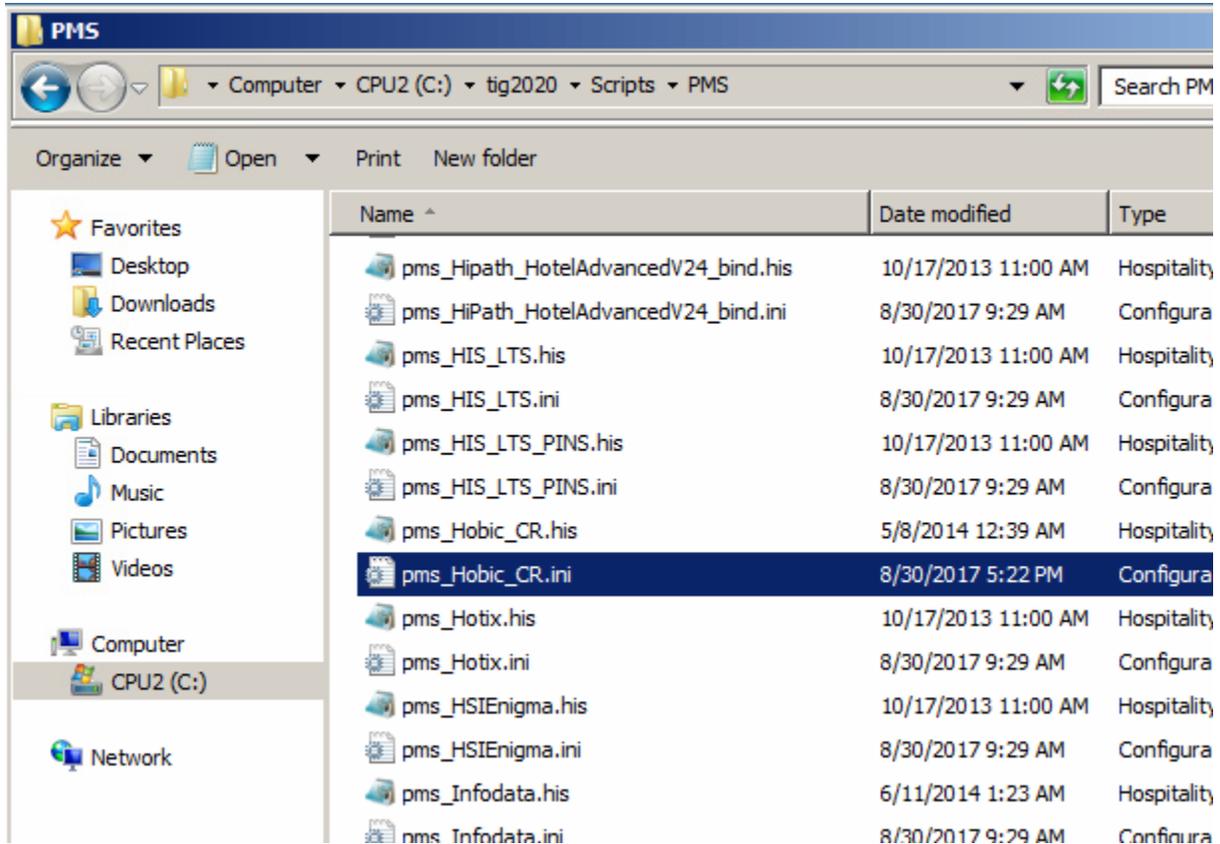


Before clicking Finish to reboot the CPU2-S

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.

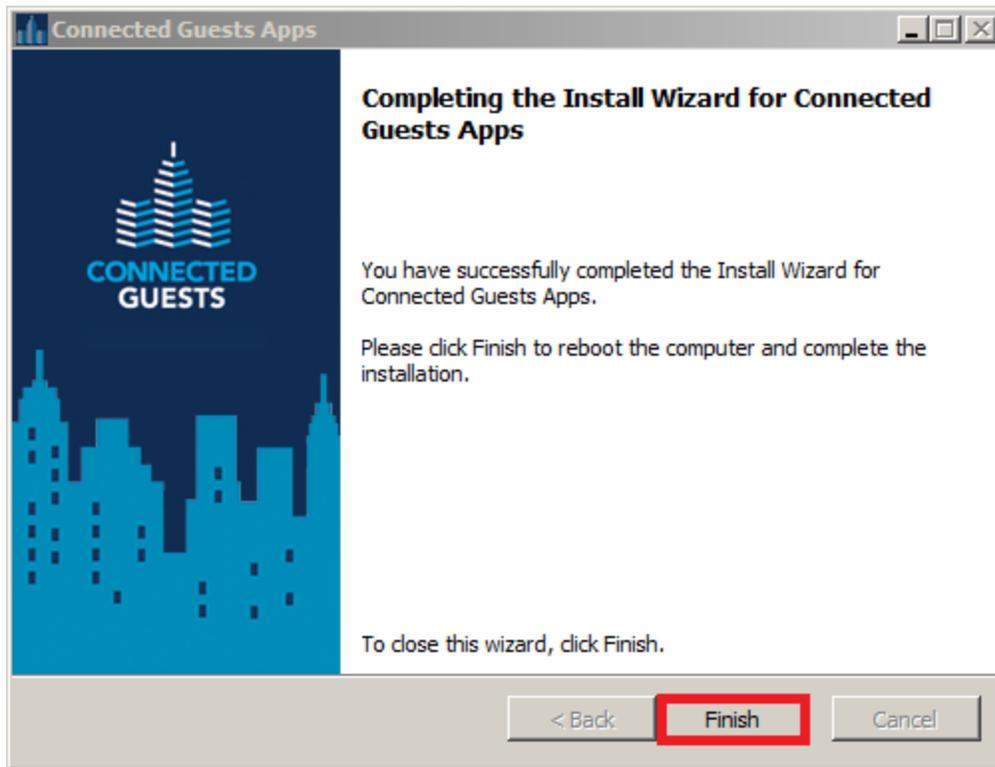


```
pms_Hobic_CR.ini - Notepad
File Edit Format View Help
MsgLogChangeDays=7
CommsLogChangeDays=7
DebugLogChange=30/12/1899
MsgLogChange=30/08/2017
CommsLogChange=30/08/2017

[SendData source]
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
```

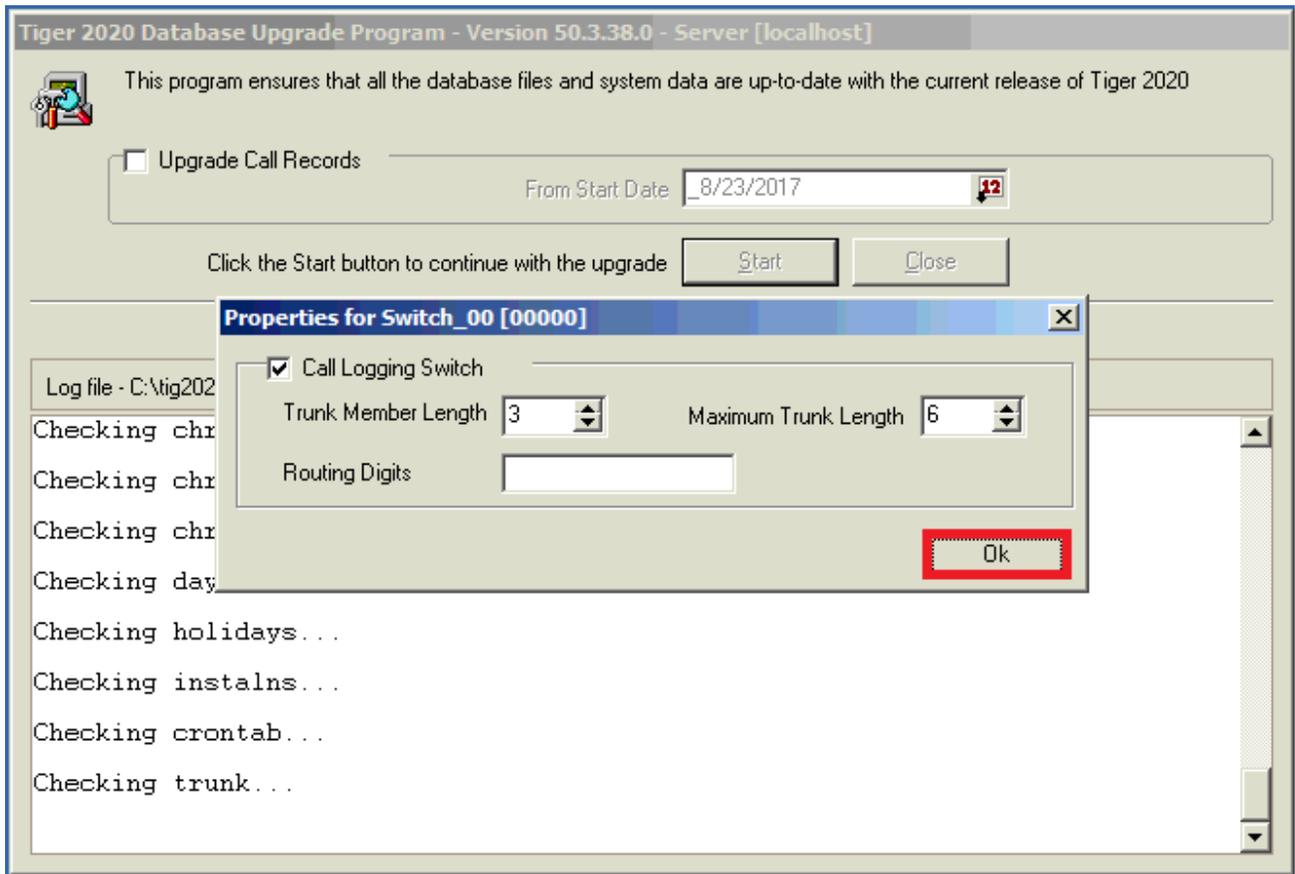
Click **File > Save**. Then Close the file

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

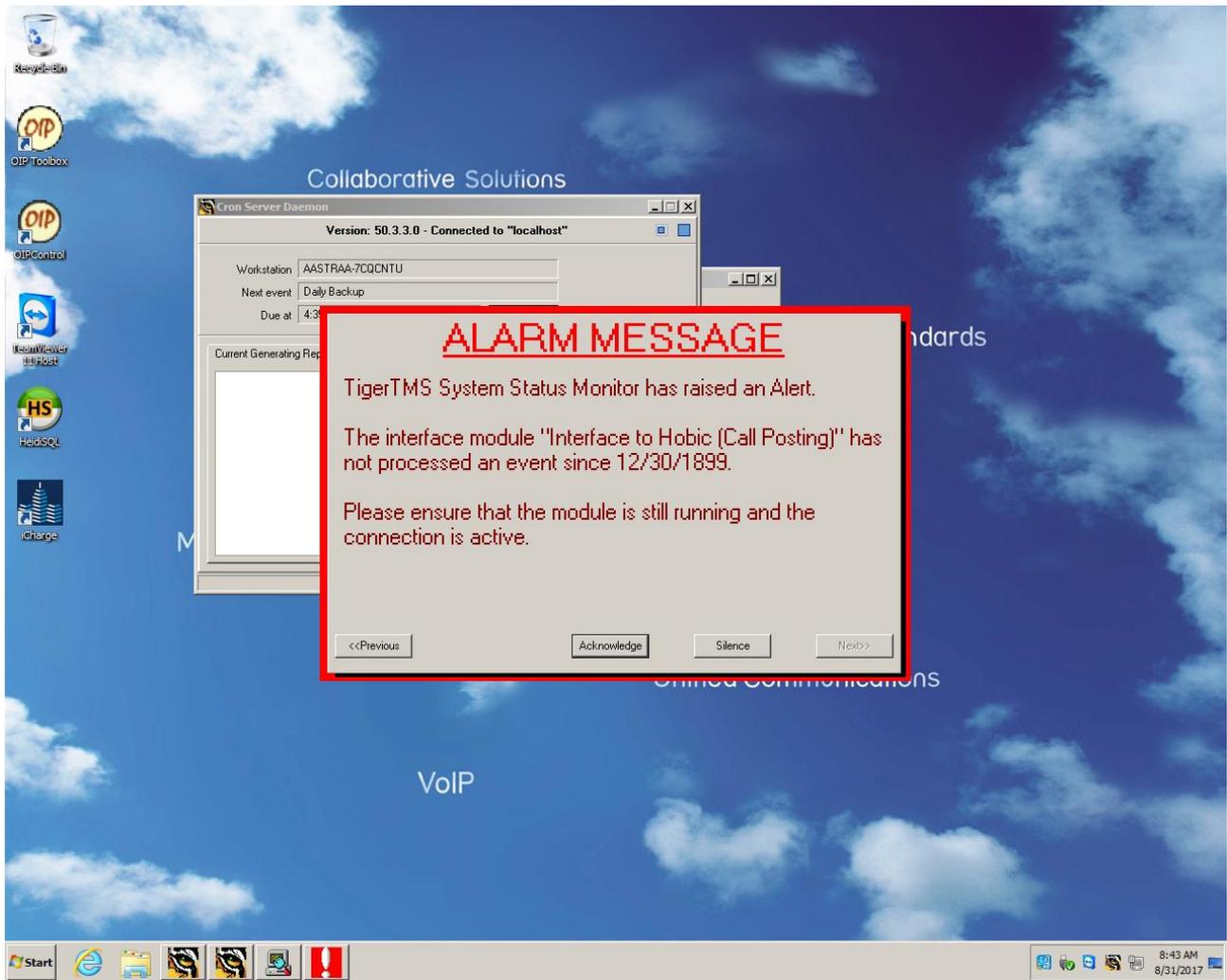


During system startup (after first restart)

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

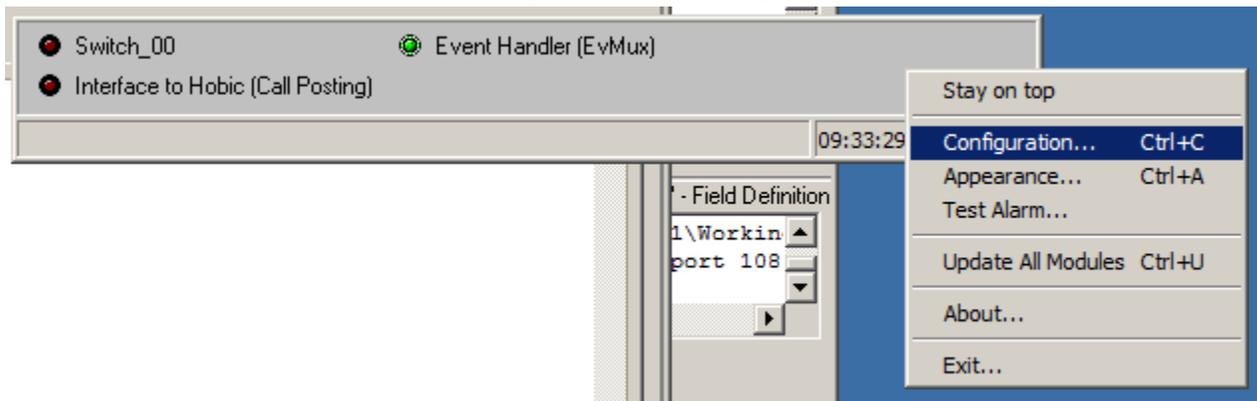


After first reboot, the CPU2-S desktop should appear similar to this:



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**

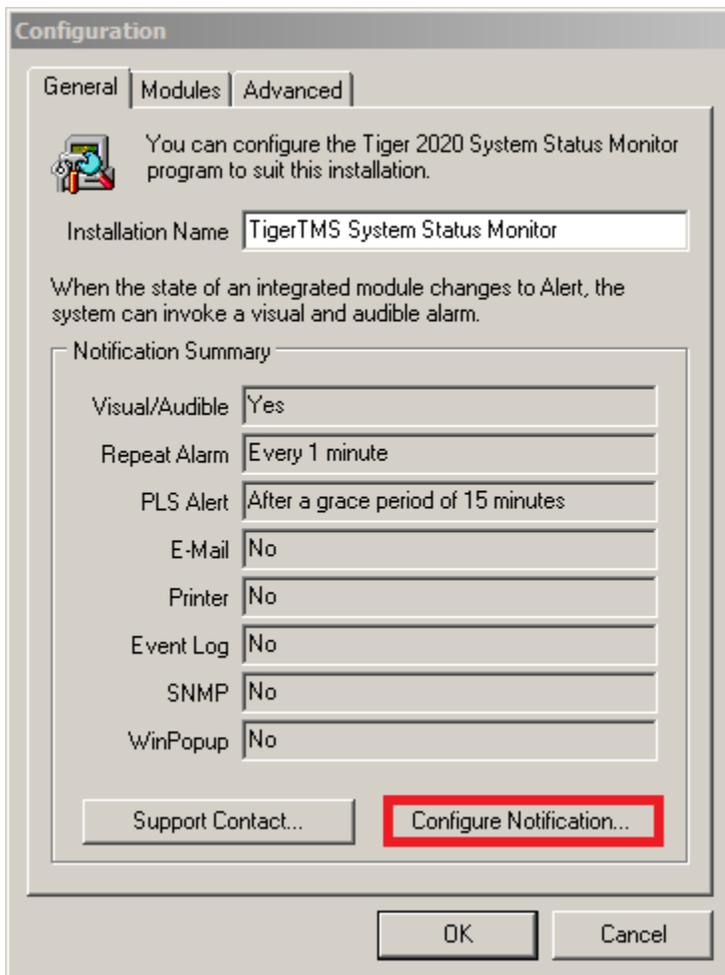


Enter **tiger** for the Password. Click **OK**



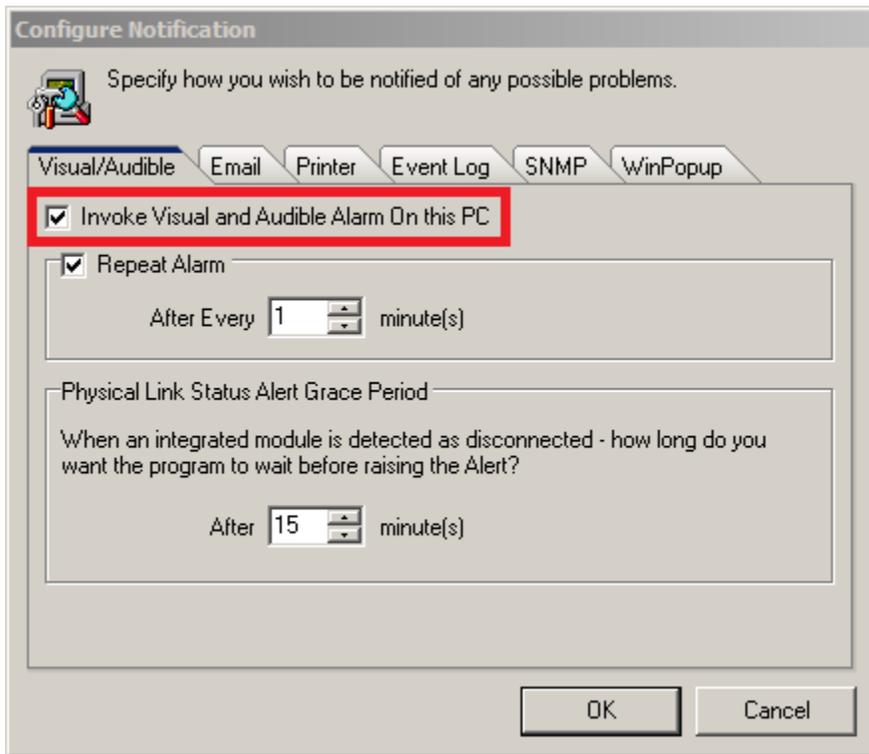
The dialog box titled "Please Login To Alter Configuration" contains a key icon and the instruction "Type a name and password to log on." It features two input fields: "Login Name" with the value "ADMIN" and "Password" with the value "*****". The "Password" field and the "OK" button are highlighted with red boxes.

Click **Configure Notification**



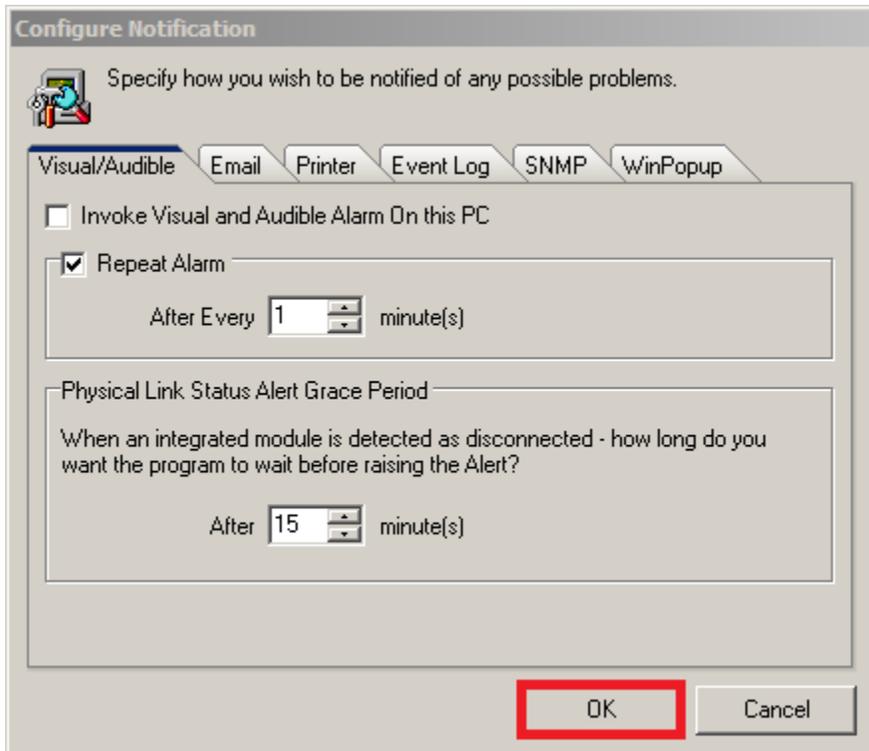
The "Configuration" dialog box has tabs for "General", "Modules", and "Advanced". The "General" tab is active, showing a description of the Tiger 2020 System Status Monitor program. The "Installation Name" field is set to "TigerTMS System Status Monitor". A section titled "Notification Summary" contains several settings: "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), and "WinPopup" (No). The "Configure Notification..." button is highlighted with a red box.

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

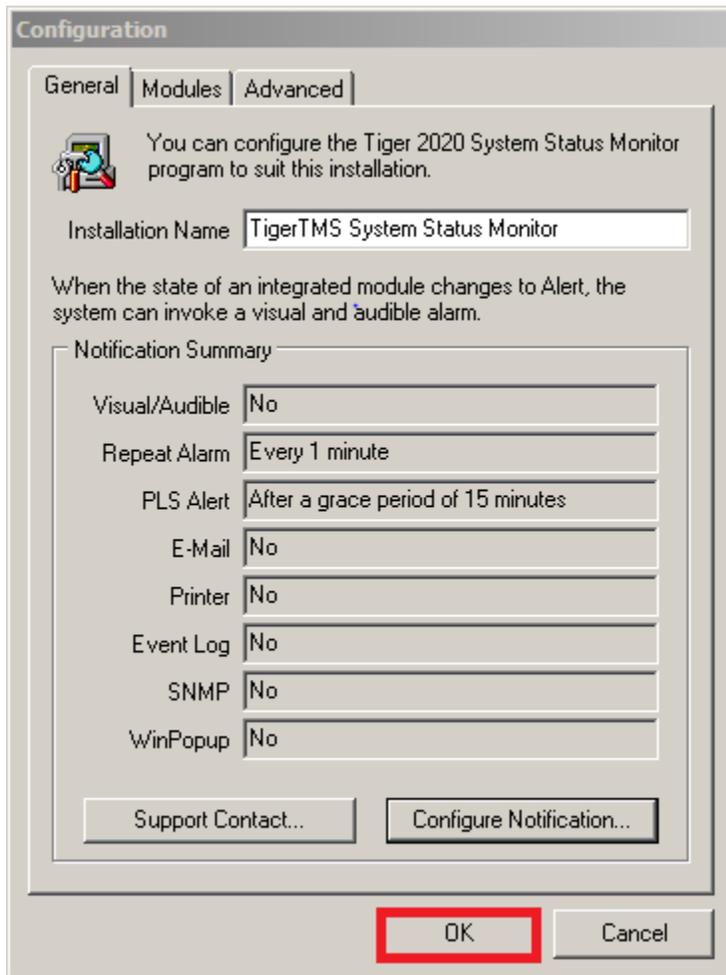


Click **OK** to save settings and close this window.

Example

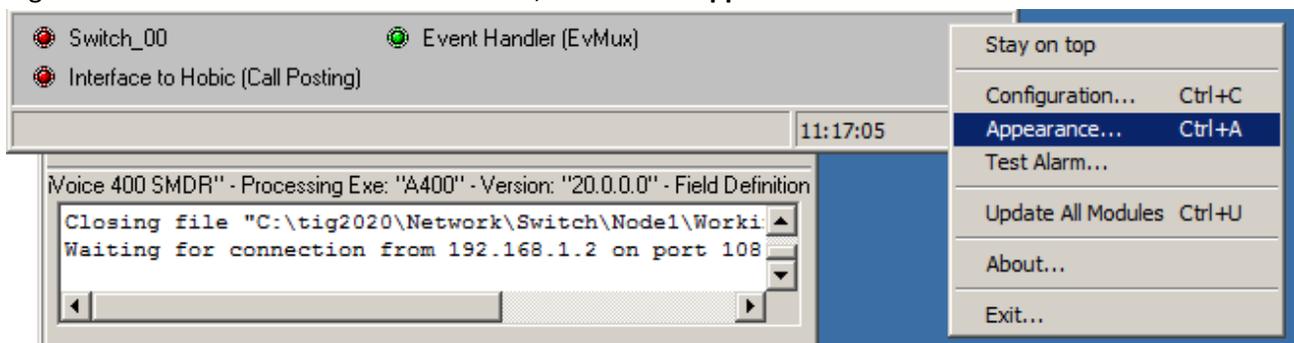


Note that Visual/Audible is now set to No. Click **OK** to close window

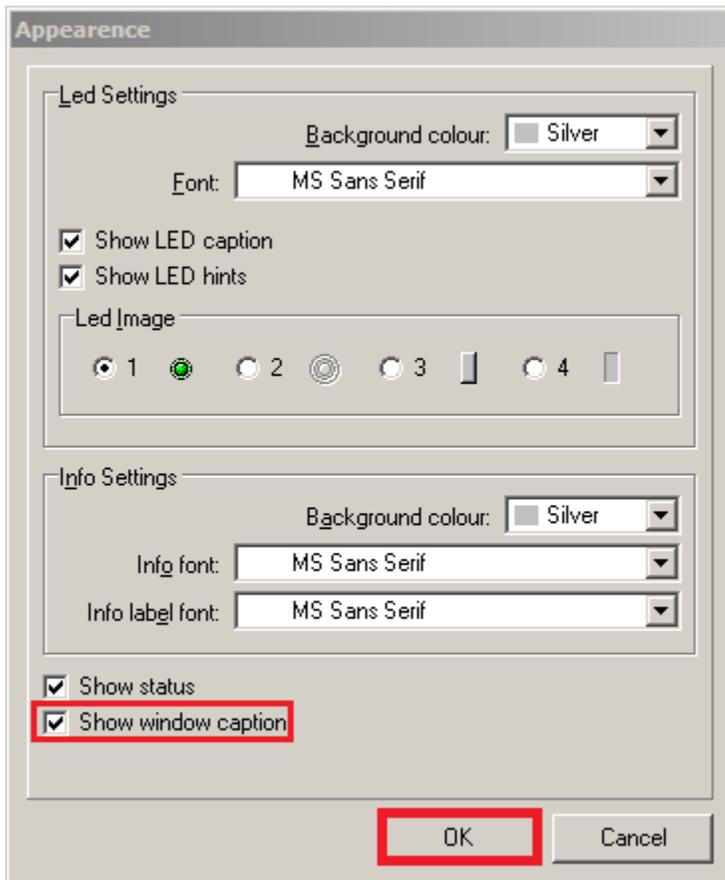


Modify the TigerTMS System Status Monitor

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.



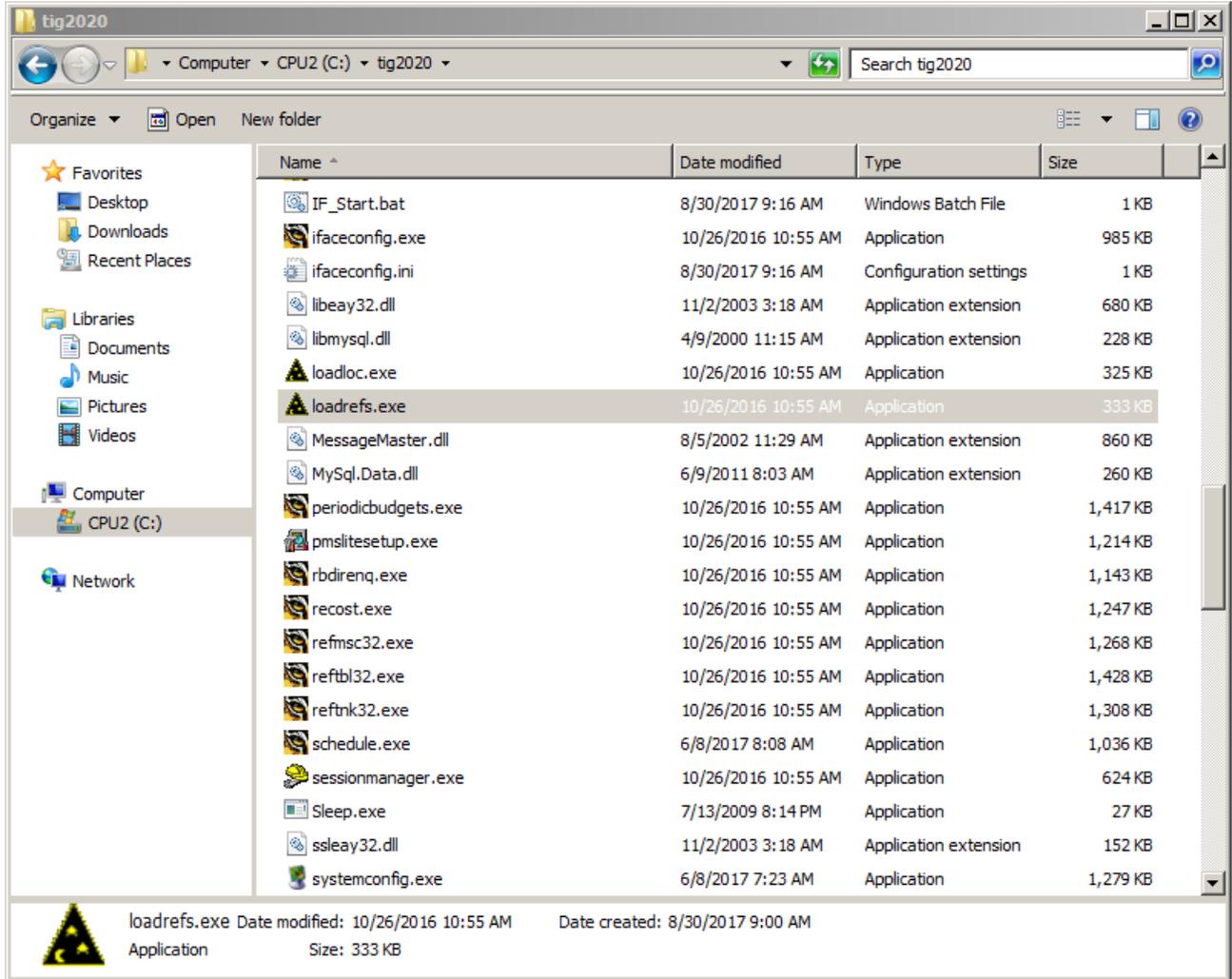
Using the Carrier Setup Wizard to install the Guest carrier pricing structure

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.



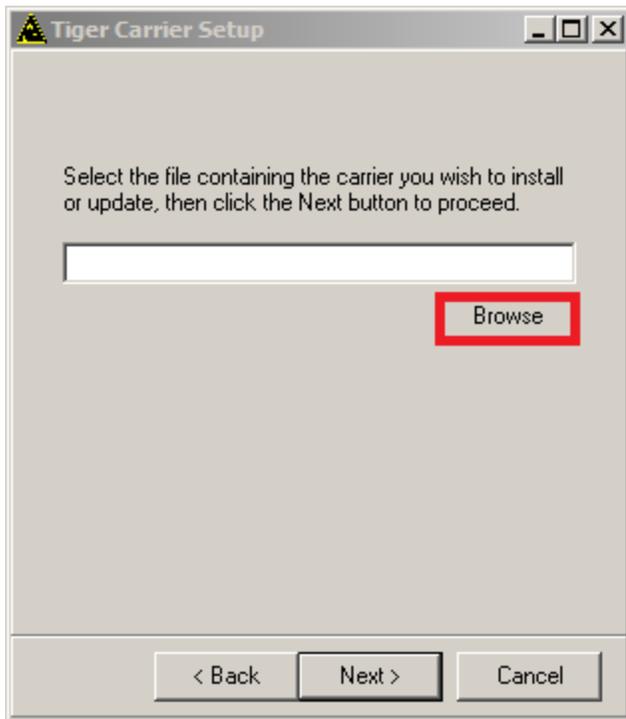
Click **Next**



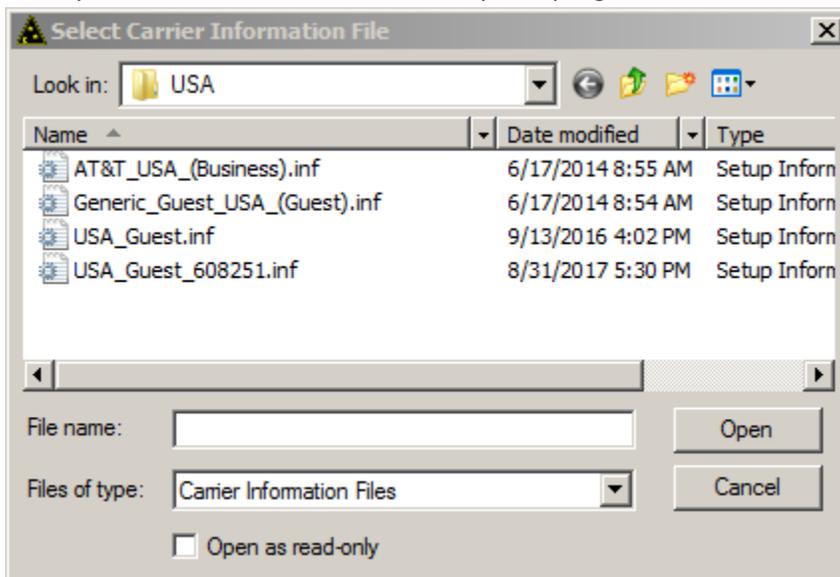
Click **Next**



Click **Browse**



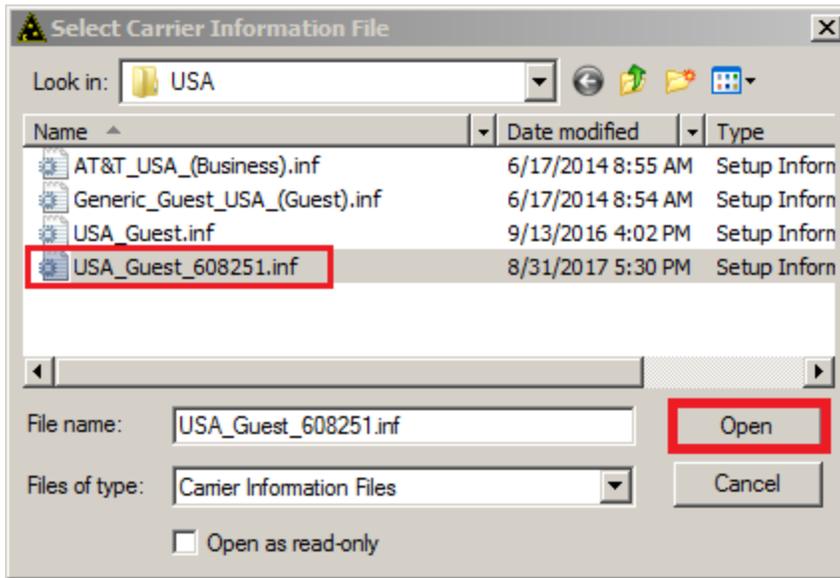
Since you have installed a Carrier already, the program will browse directly the USA folder.



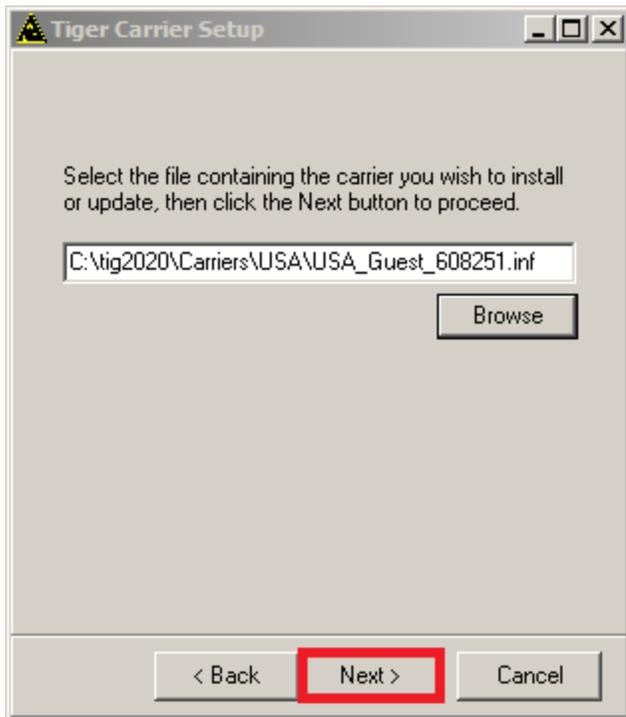
IMPORTANT – If the Guest carrier file that is specific to your installations area code (NPA) and prefix (NXX) is not displayed in this window (i.e. USA_Guest_608251.inf), contact Connected Guests Technical Support at 800-424-6757, option 1 to receive the carrier file that contains the local calling area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



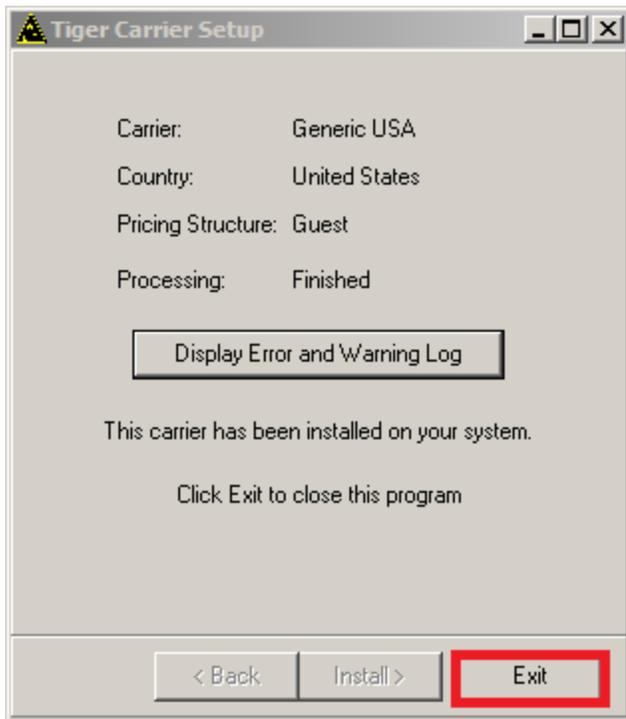
Click **Install**



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



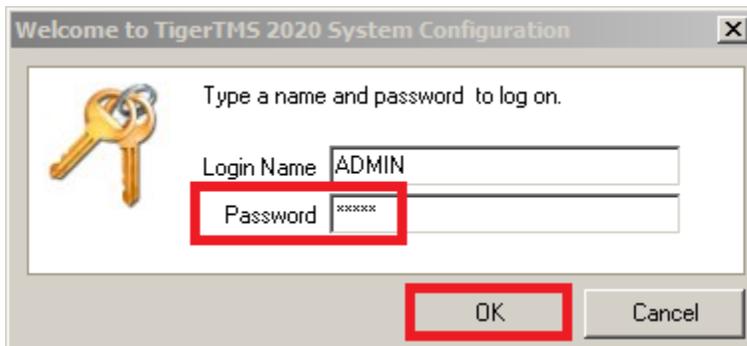
Click **Exit**



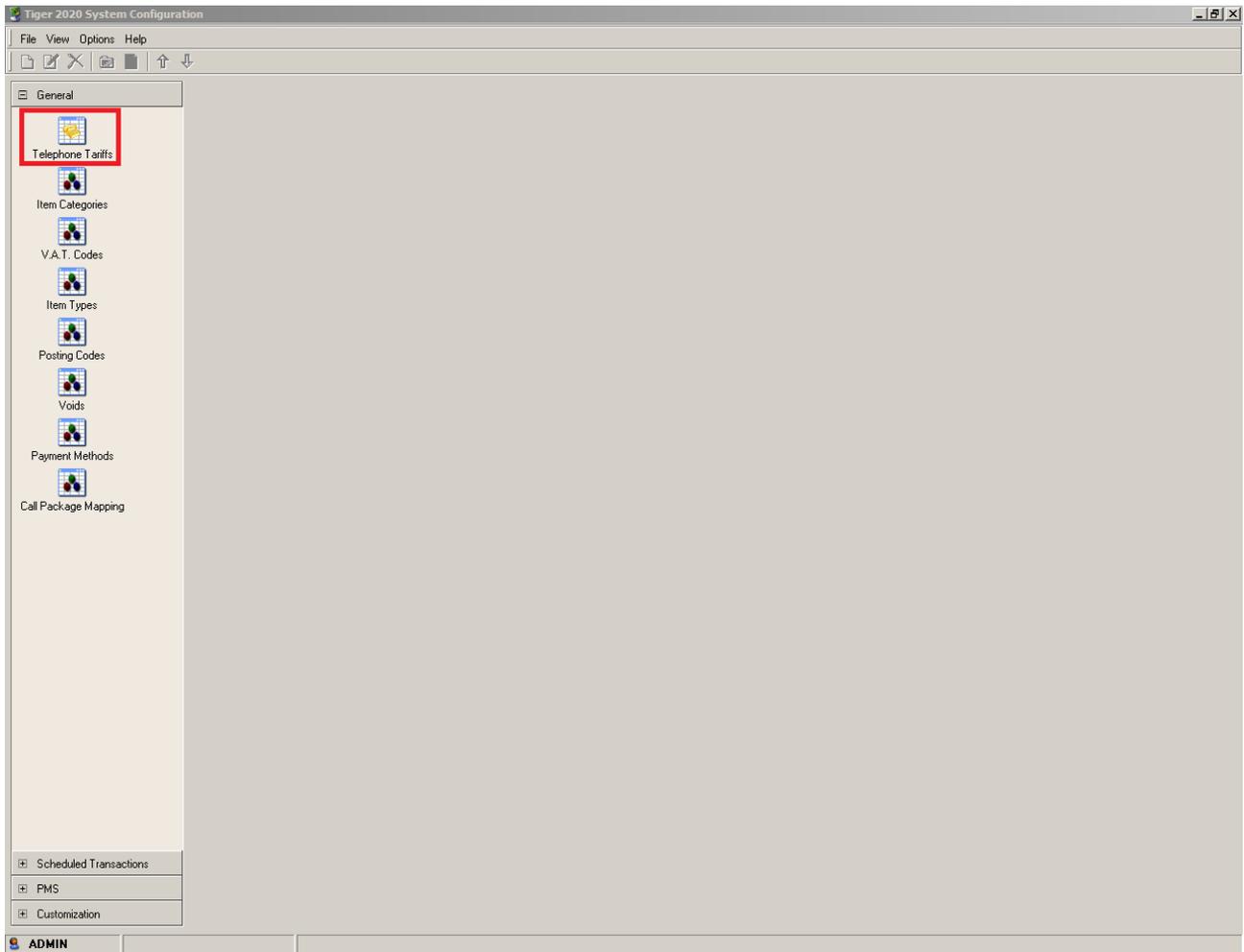
Posting Configuration

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.

The screenshot shows a table titled 'Telephone Tariffs'. The 'Admin' row is selected and highlighted with a red rectangular box. The table contains the following data:

| Description | Carrier Cost Based On | Tariff Based On | Increase | Round To | Rounding Method | Fixed Cost | Minimum Cost | propertycode |
|-------------|-----------------------------------|-----------------------------|----------|----------|-----------------|------------|--------------|--------------|
| Admin | Error - Carrier NO longer specifi | Carrier Cost | 0.00% | | No Rounding | 0.00 | 0.00 | |
| Guest | Error - Carrier NO longer specifi | Sliding Scale Unit Charging | | | No Rounding | 0.00 | 0.00 | |

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

Edit Tariff

Tariff Details

Tariff Description: Admin

Tariff Based On

Carrier Cost

Sliding Scale Unit Charging

Sliding Scale Rates...

Use Actual Carrier Cost

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

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

| 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 specifi | 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**

The screenshot shows the 'Edit Tariff' dialog box. The 'Tariff Description' field contains 'Guest'. Under the 'Tariff Based On' section, the 'Carrier Cost' radio button is selected. Below this, there is a 'Sliding Scale Rates...' button. Further down, the 'Use Carrier Cost Based On' radio button is selected, and a dropdown menu is open showing 'Generic USA (Guest)'. Below the dropdown, there are several input fields: 'Increase' (0.00 %), 'Fixed Cost' (0 cents), 'Minimum Cost' (0 cents), 'Rounding Method' (No Rounding), and 'Round To' (0 cents). At the bottom right, the 'OK' button is highlighted with a red box, and the 'Cancel' button is also visible.

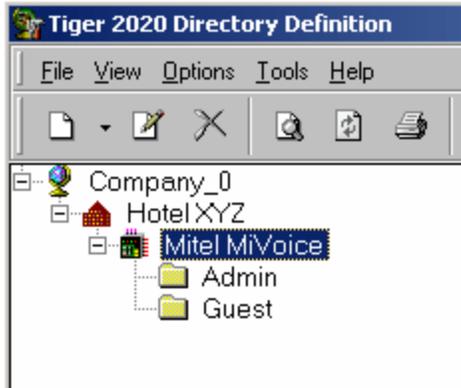
Exit the Posting Configuration program (click the  in the upper corner)

Add Guest rooms and Administrative extensions using Directory Definition

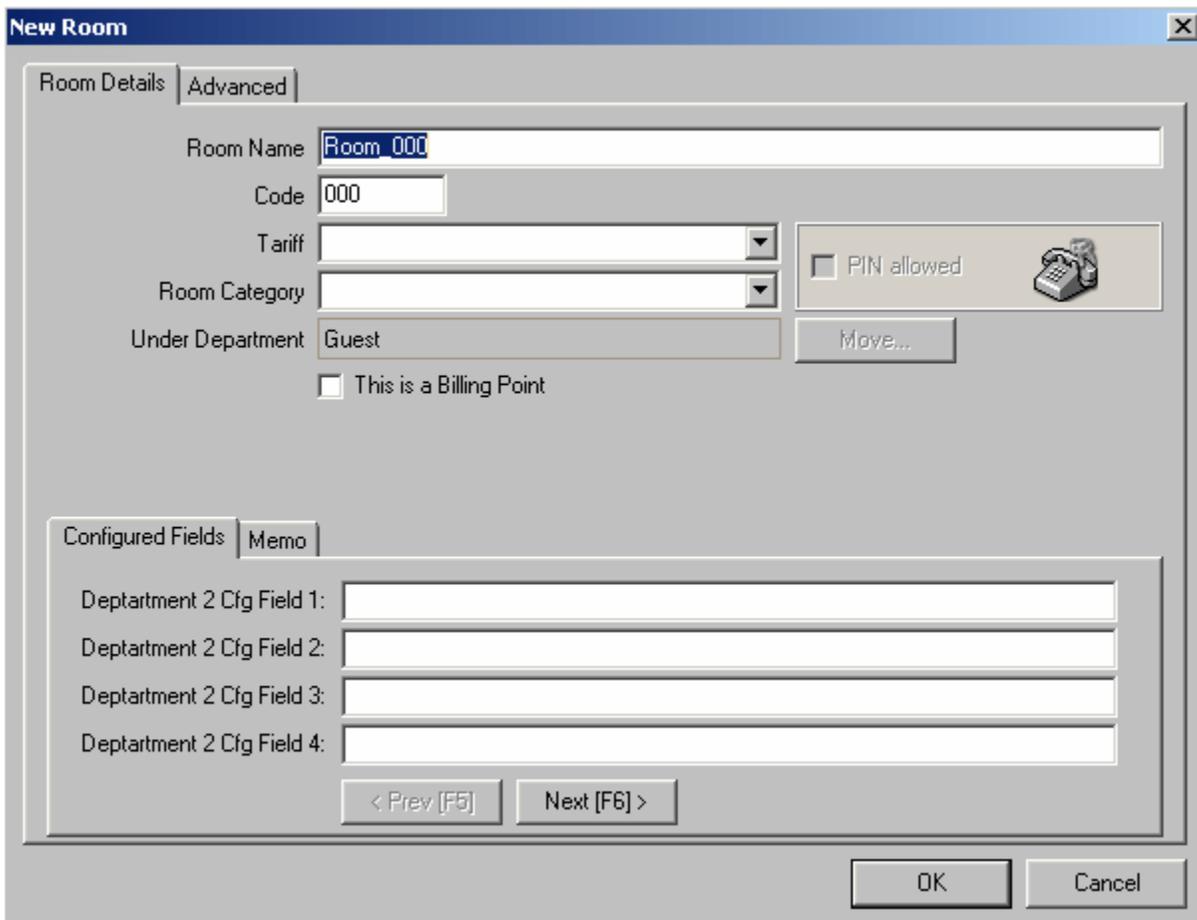
You will need to program rooms (and the extensions within those rooms) as well as administrative extensions into the database, using the **Directory Definition** program. Accuracy is important for room extensions. If a valid room number is left out of the database, iCharge will be unable to post any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

New Room

Room Details | **Advanced**

Room Name: 208

Code: 000

Tariff: Guest

Room Category: [dropdown]

Under Department: Guest

This is a Billing Point

PIN allowed 

Move...

Configured Fields | Memo

Department 2 Cfg Field 1: [text box]

Department 2 Cfg Field 2: [text box]

Department 2 Cfg Field 3: [text box]

Department 2 Cfg Field 4: [text box]

< 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) [X]

Extension Details | **Advanced**

Extension Number(s):

Tariff:

Handset Type:

Cost: per

Under Room:

This is an Ex-Directory Extension
 This extension has Digit Privacy
 Set as Primary Extension



Configured Fields | **Memo**

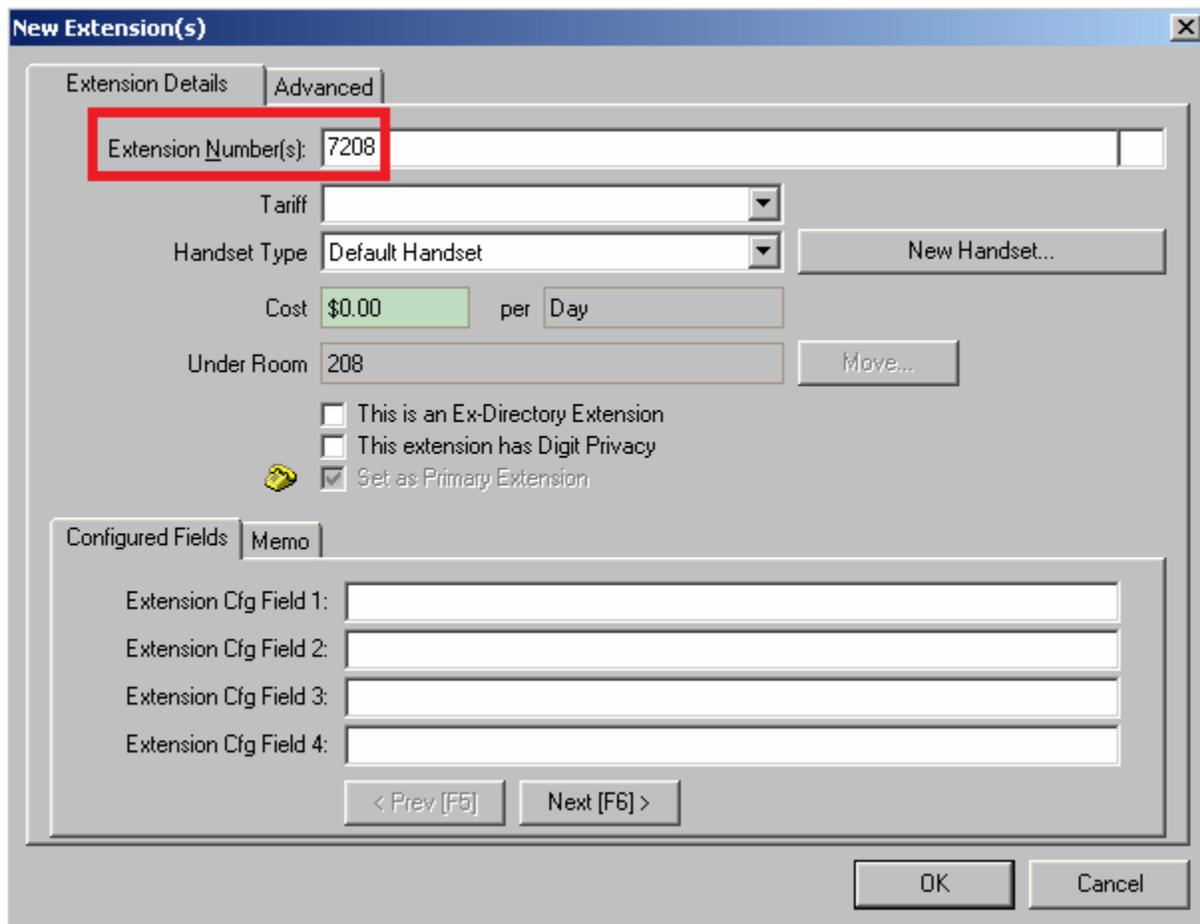
Extension Cfg Field 1:

Extension Cfg Field 2:

Extension Cfg Field 3:

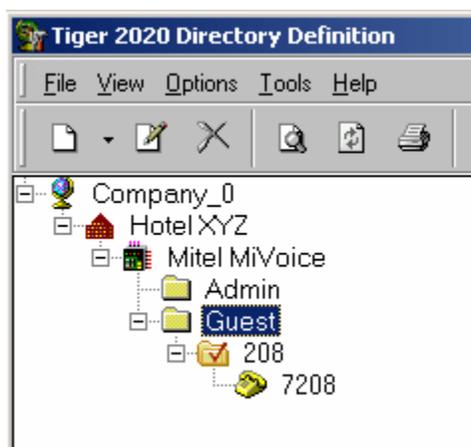
Extension Cfg Field 4:

- 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:

The screenshot shows the 'New Room' dialog box with the following details:

- Room Name:** 301-310 (highlighted with a red box)
- Code:** 001
- Tariff:** Guest
- Room Category:** (empty dropdown)
- Under Department:** Guest
- This is a Billing Point
- Start from Extension:** 7301 (highlighted with a red box)
- Configured Fields:** Department 2 Cfg Field 1, 2, 3, and 4 (all empty)
- Buttons:** < Prev [F5], Next [F6] >, OK, Cancel

- Click **Ok** when done

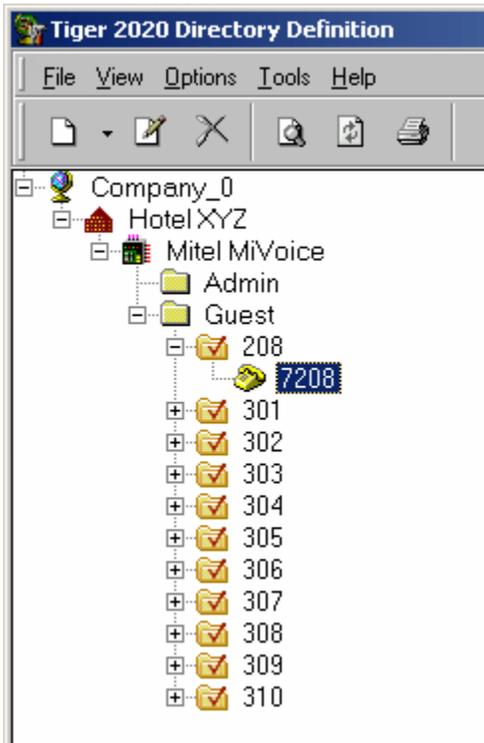
You will be prompted to confirm the multiple entries:

The screenshot shows the 'Information' dialog box with the following details:

- Text:** This will create 10 Room entries - 301, 302..310 e.t.c.Do you wish to continue?
- Buttons:** Yes, No

- Click **Yes** to confirm

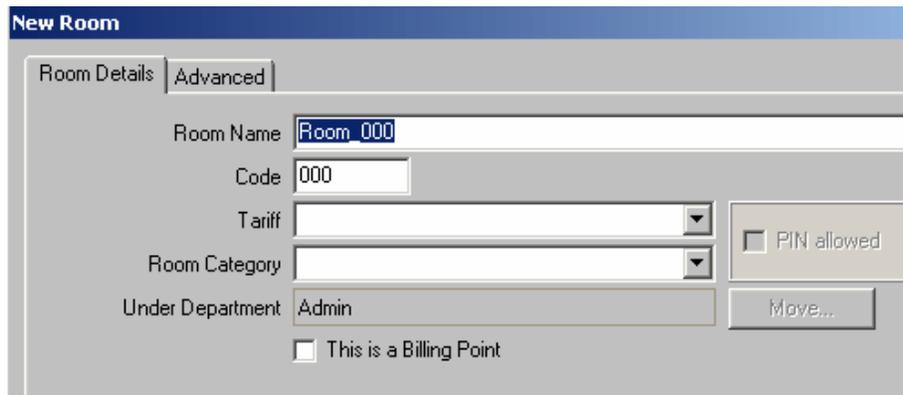
The directory now contains these new entries:



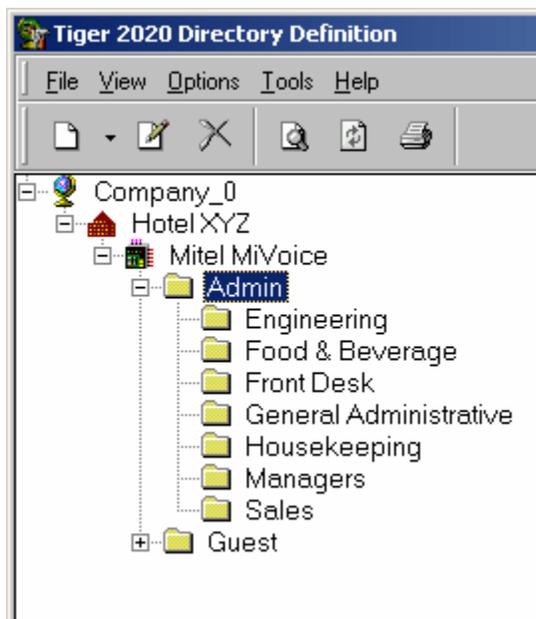
Caution: Take care when using the range function. The iCharge software has been licensed for a specific amount of guest rooms. If your ranges contain rooms that don't exist, you run the risk of exceeding your license. When adding ranges in this fashion, always go back and delete rooms that don't exist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

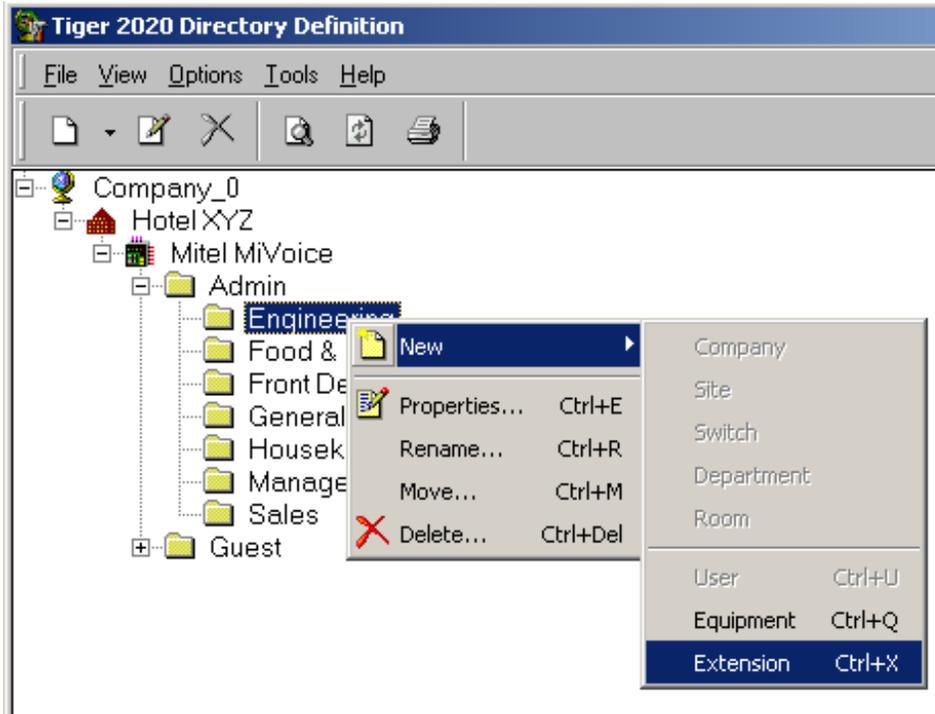


- Rename the **Room Name** field with the appropriate administrative department (e.g. Sales, Housekeeping, Food & Beverage)
- Click **OK** when done.
- Add more folders as needed (example below)

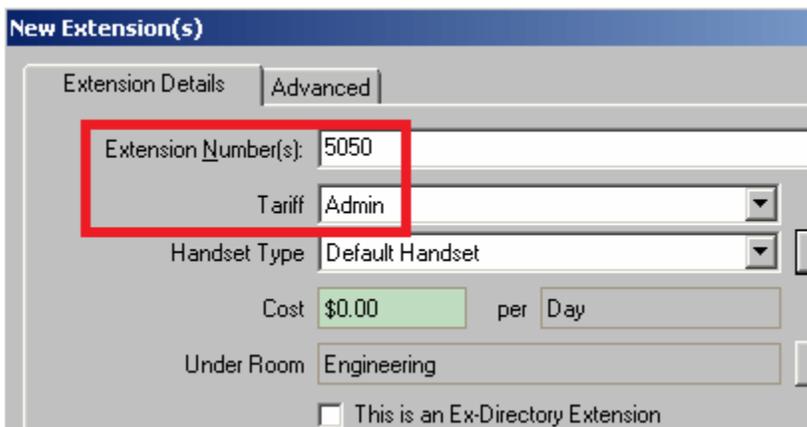


Adding Admin extensions (one at a time)

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

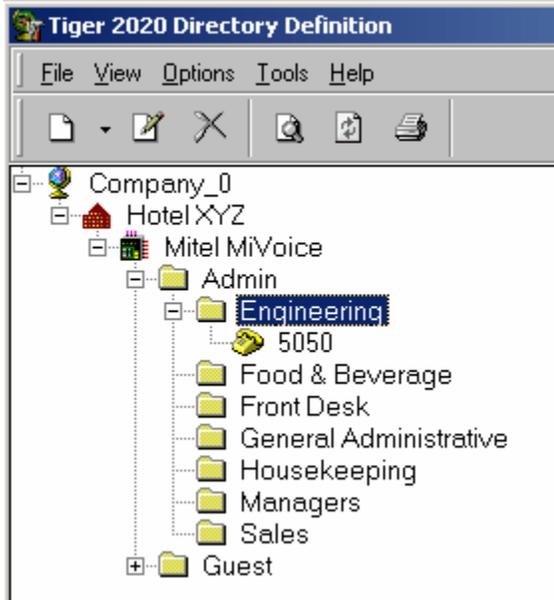


- Enter the following information for the new extension number as shown below. This example will use extension 5050.



- Click **OK** when done

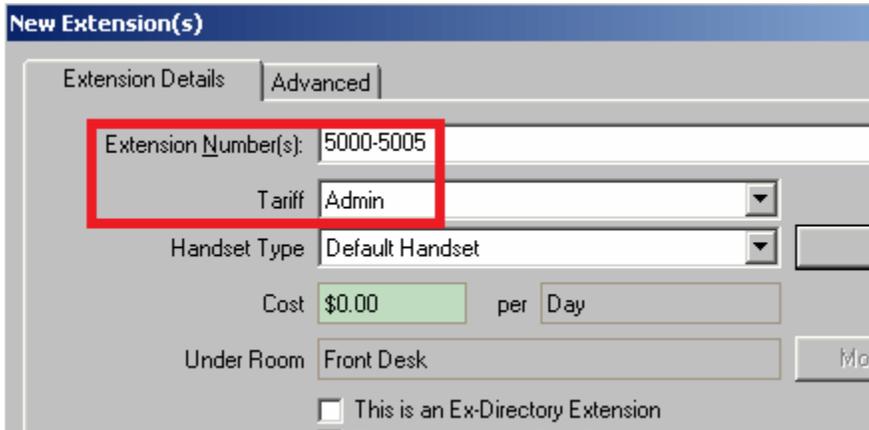
The directory now contains this new entry (under the Admin/Engineering folder), extension 5050



Adding Admin extensions (in a range)

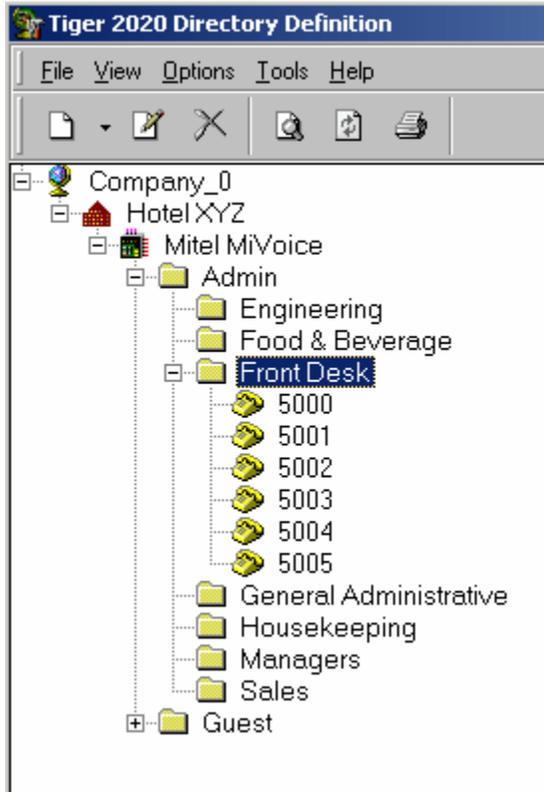
- Right click on a folder under Admin (e.g. Front Desk), and choose **New > Extension**

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

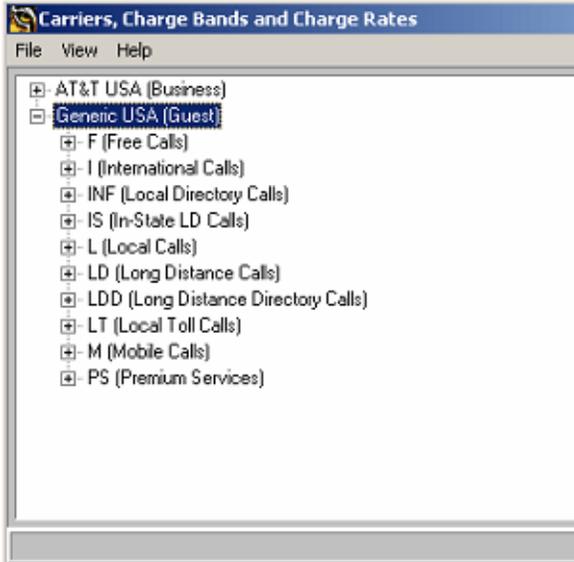
The directory now contains these new entries under Admin/Front Desk.



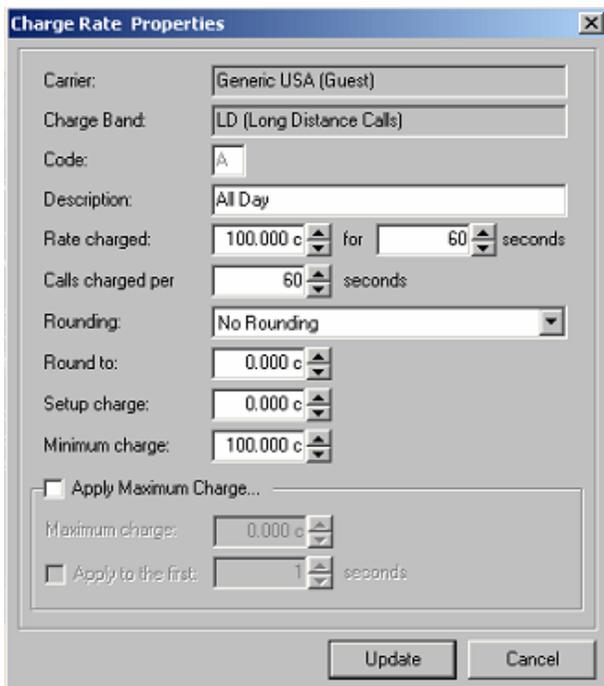
Adjust Guest Pricing

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:

The screenshot shows the 'Charge Rate Properties' dialog box with the following fields and values:

- 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 Charge...
 - Maximum charge: 0.000 c
- Apply to the first: 1 seconds

Buttons: 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

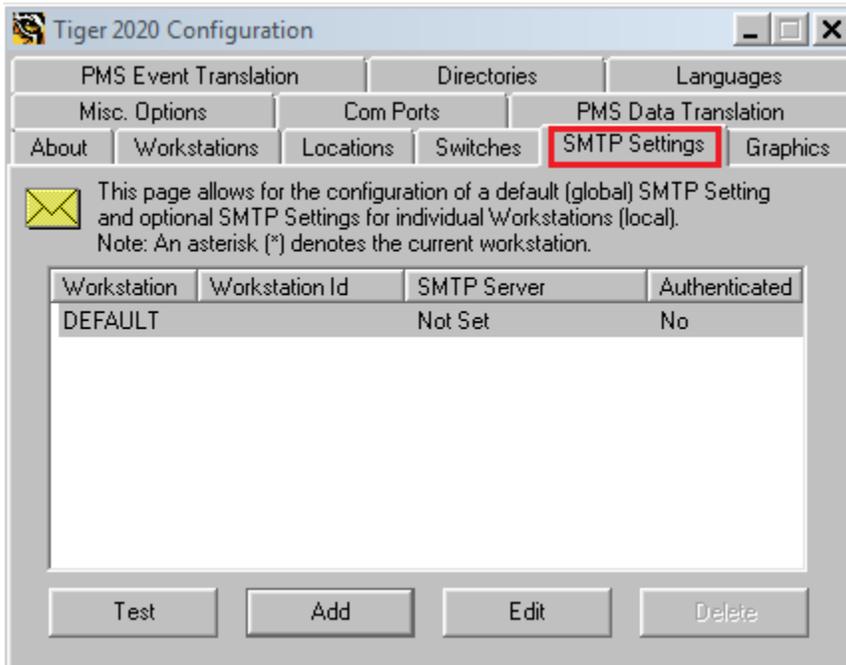
Your pricing changes to the PMS will now take effect.²

² Carrier tables reload automatically at midnight

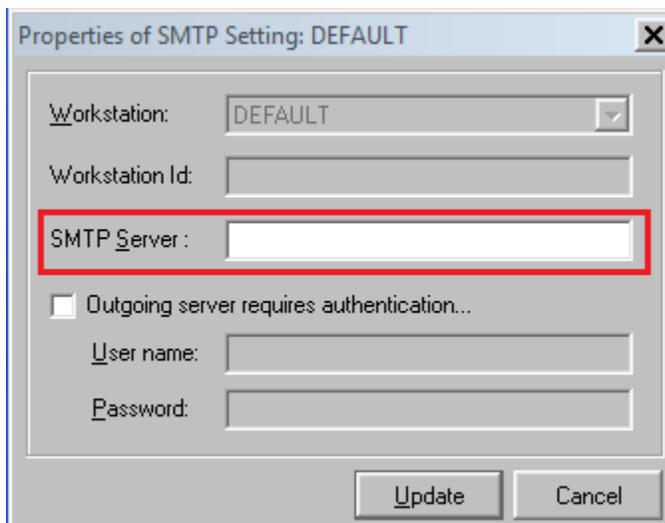
Setup email notification alerts (optional)

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



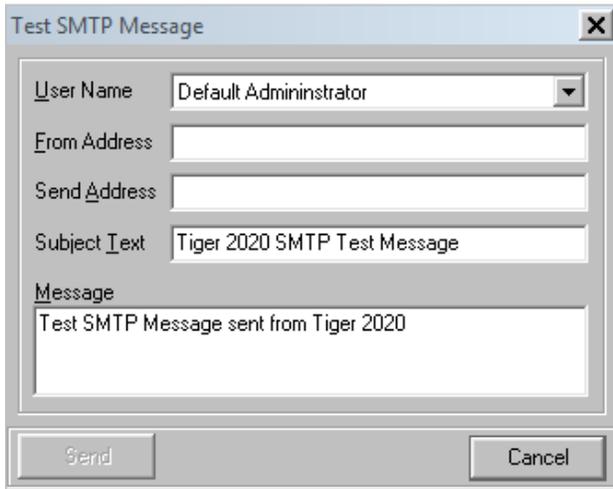
- Click **Edit**



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**

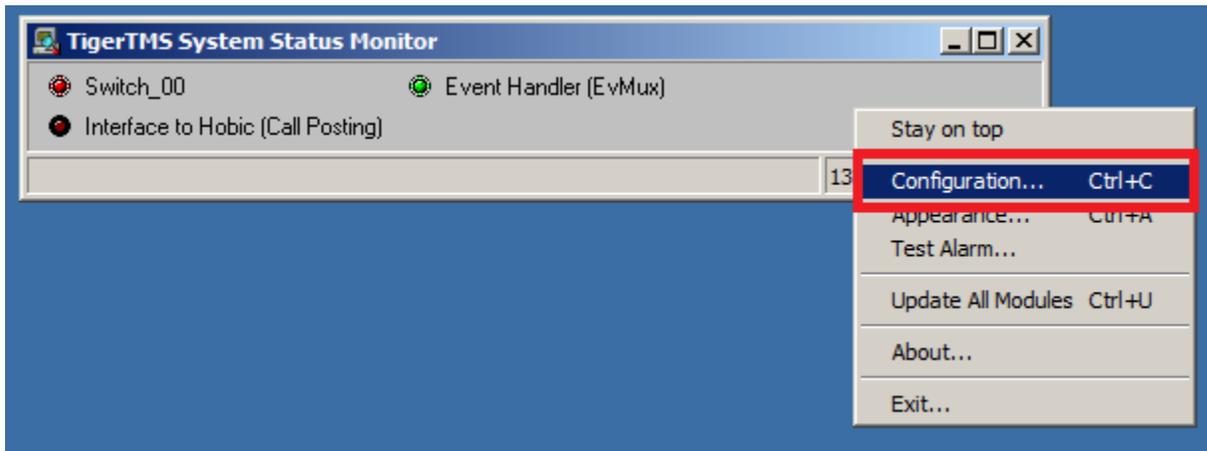
If your message was sent successfully, you will see a “Test SMTP Message” window displayed. Click OK to dismiss.

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

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

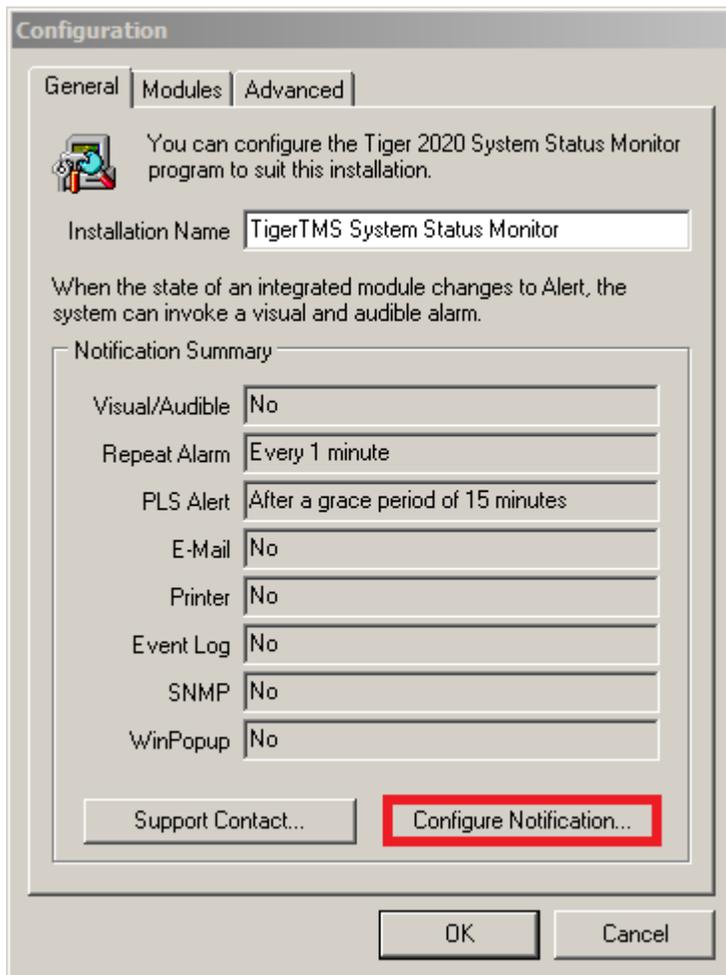
To configure a single (or multiple) email address for notification, perform these steps:

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

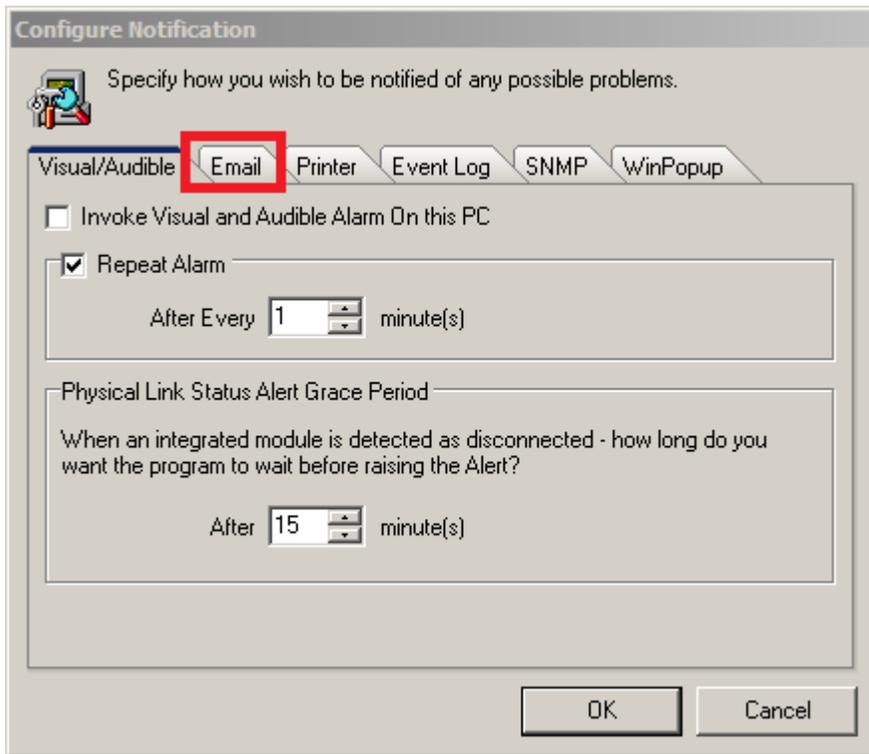


Enter Login Name **admin** and password **tiger** and click **OK**

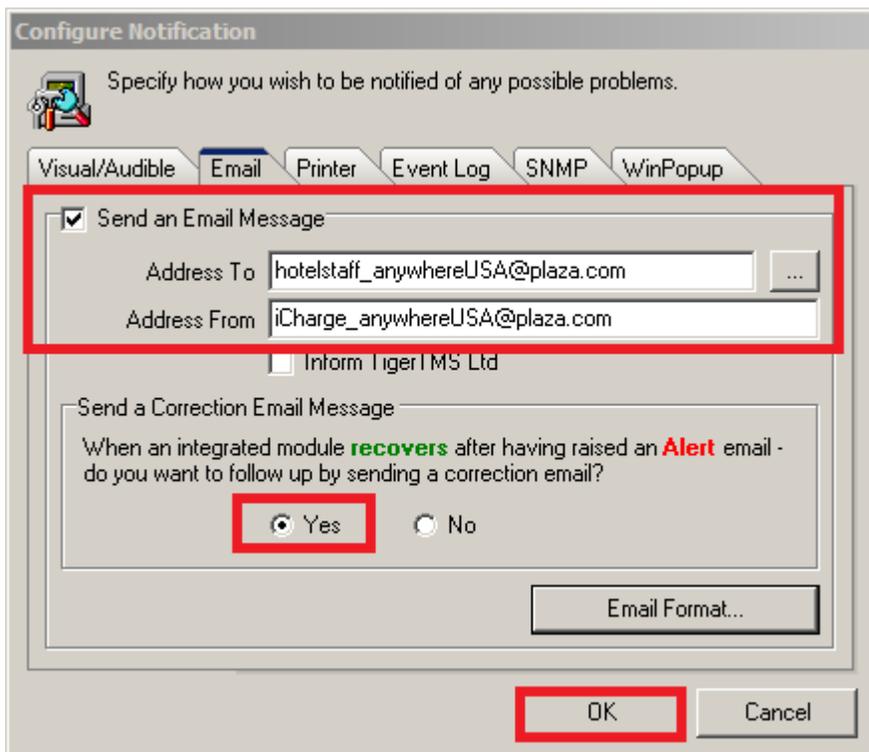
At the Configuration windows, click **Configure Notification**



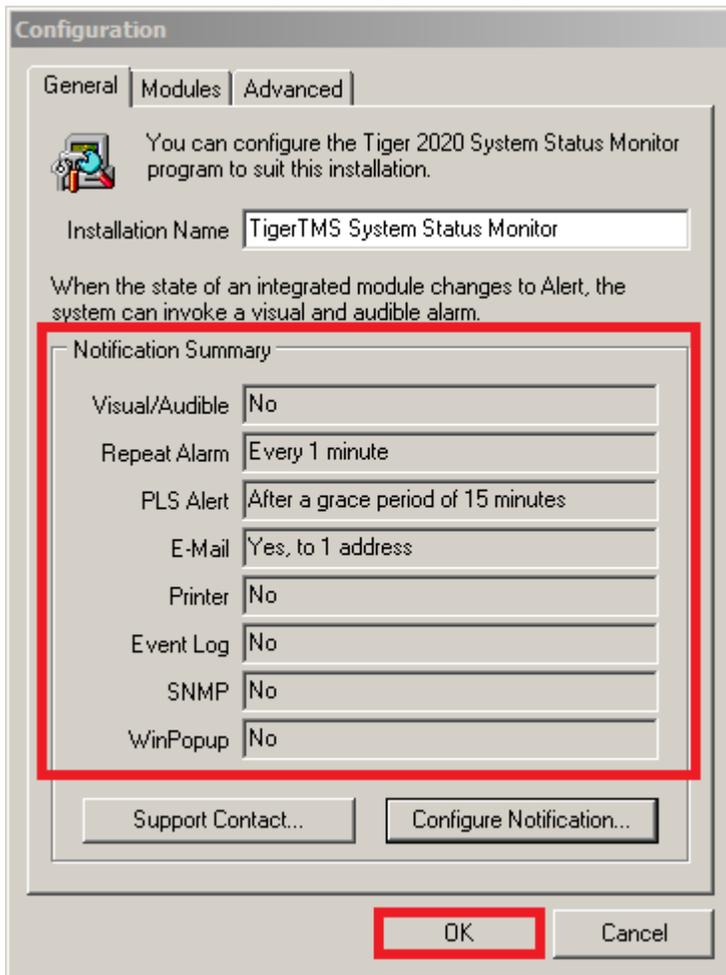
Select the **Email** tab



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

The 'Day settings' dialog box shows the 'Timings' tab. It features a 'Time Frames' list with two entries: 'Daytime on Any Day (4)' and 'Nighttime on Any Day (4)'. The 'Daytime on Any Day (4)' entry is selected. To the right of the list are buttons for 'New...', 'Edit...', 'Delete...', and 'Copy from...'. Below the list, the 'This Time Frame starts at' is set to '07:00' and 'hh:mm', and 'and ends at' is set to '19:59' and 'inclusive'. The 'This Time Frame applies to Period' is set to 'Any Day'. A 'Monitored' checkbox is checked. The 'State Changes to' section includes three rows: 'Warning - if no event for:' with a solid yellow circle icon and '01:30' and 'hh:mm'; 'Critical - if no event for:' with a flashing yellow circle icon and '01:00' and 'after Warning'; and 'Alert - if no event for:' with a flashing red circle icon and '00:30' and 'after Critical'. At the bottom are 'OK' and 'Cancel' buttons.

Night settings

The 'Night settings' dialog box shows the 'Timings' tab. It features a 'Time Frames' list with two entries: 'Daytime on Any Day (4)' and 'Nighttime on Any Day (4)'. The 'Nighttime on Any Day (4)' entry is selected. To the right of the list are buttons for 'New...', 'Edit...', 'Delete...', and 'Copy from...'. Below the list, the 'This Time Frame starts at' is set to '20:00' and 'hh:mm', and 'and ends at' is set to '06:59' and 'inclusive'. The 'This Time Frame applies to Period' is set to 'Any Day'. A 'Monitored' checkbox is checked. The 'State Changes to' section includes three rows: 'Warning - if no event for:' with a solid yellow circle icon and '02:30' and 'hh:mm'; 'Critical - if no event for:' with a flashing yellow circle icon and '01:30' and 'after Warning'; and 'Alert - if no event for:' with a flashing red circle icon and '01:00' and 'after Critical'. At the bottom are 'OK' and 'Cancel' buttons.

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.

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

| | | | | | | | | | | | | |
|----------------------------------------------|----|----|----------|----------|------|---------|-------|------------|-------|-------------|-----------|------|
| 1 | S3 | IC | 17/09/01 | 10:18:00 | 0:07 | 0:02:52 | T-401 | 4408298225 | E-314 | | Connected | 0.00 |
| 1 | S4 | 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 | S5 | 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 | S6 | OG | 17/09/01 | 11:22:00 | 0:00 | 0:01:10 | E-301 | | T-404 | 12816847002 | Connected | 0.11 |
| 1 | S7 | 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 | S8 | 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 not appear to be displaying and processing calls after you have made some test calls, check your MiVO 400 programming.

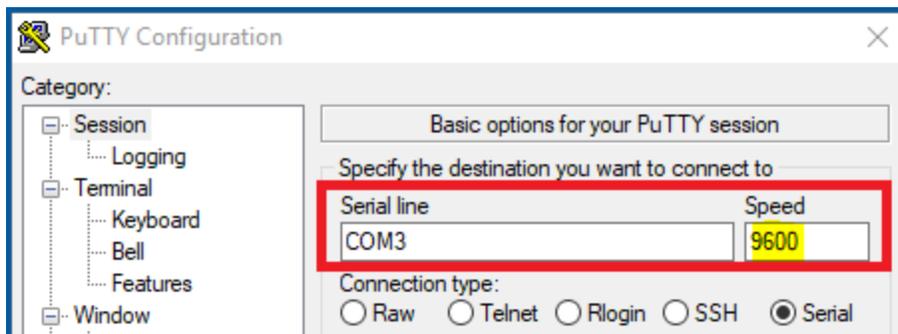
Programming your iPocket for use with iCharges Hobic interface

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

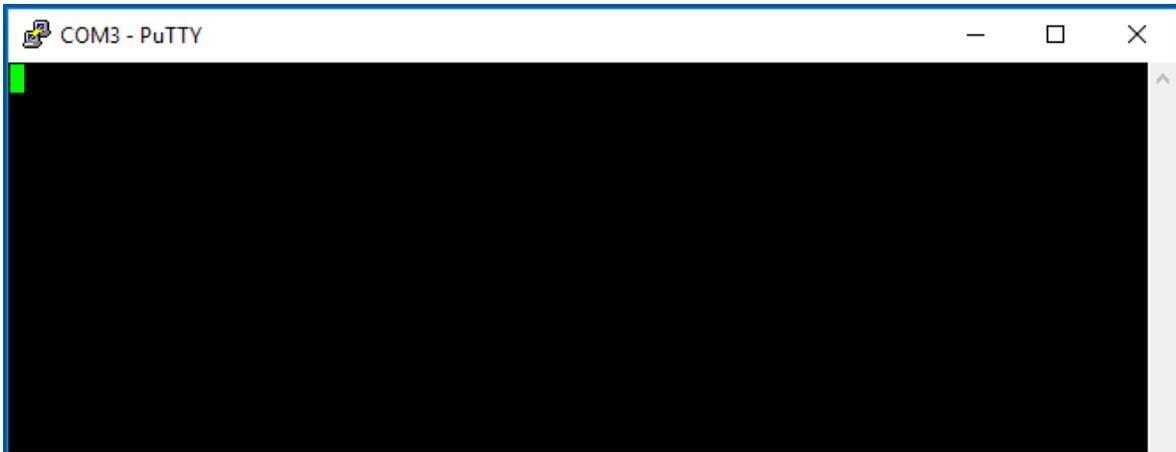
- A computer running a windows OS with an available COM port
- A communication program (i.e. PuTTY, HyperTerminal)
- A paper-clip
- A DB-9M to DB9F serial cable (straight through, null modem adapter is NOT needed)
- A static IP address for the iPocket (assigned from the MiVO 400)

How to program an iPocket

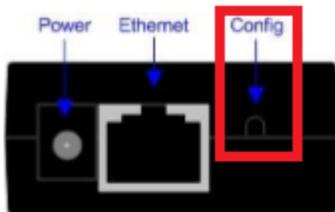
After connecting your computer to the iPocket using a serial cable, launch your preferred communication program:



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

```
-----  
| Precidia                               iPocket232 Configuration                v5.02.00 |  
-----  
|                                     Device Settings:                            Ethernet Settings:                            |  
| 1) Ethernet:          192.168.110.125    A) IP Address:          192.168.110.125    |  
| 2) Serial Port:      Telnet              B) Subnet Mask:        255.255.255.0    |  
|                                     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                 |  
-----  
Change which option? █
```

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 Configuration                v5.02.00 |  
-----  
|                                     Device Settings:                            Serial Port Settings:                            |  
| 1) Ethernet:          192.168.110.125    A) Protocol:           Telnet (srv)    |  
| 2) Serial Port:      Telnet              B) Port Setting:       1200 bps 8N1 [no] |  
|                                     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

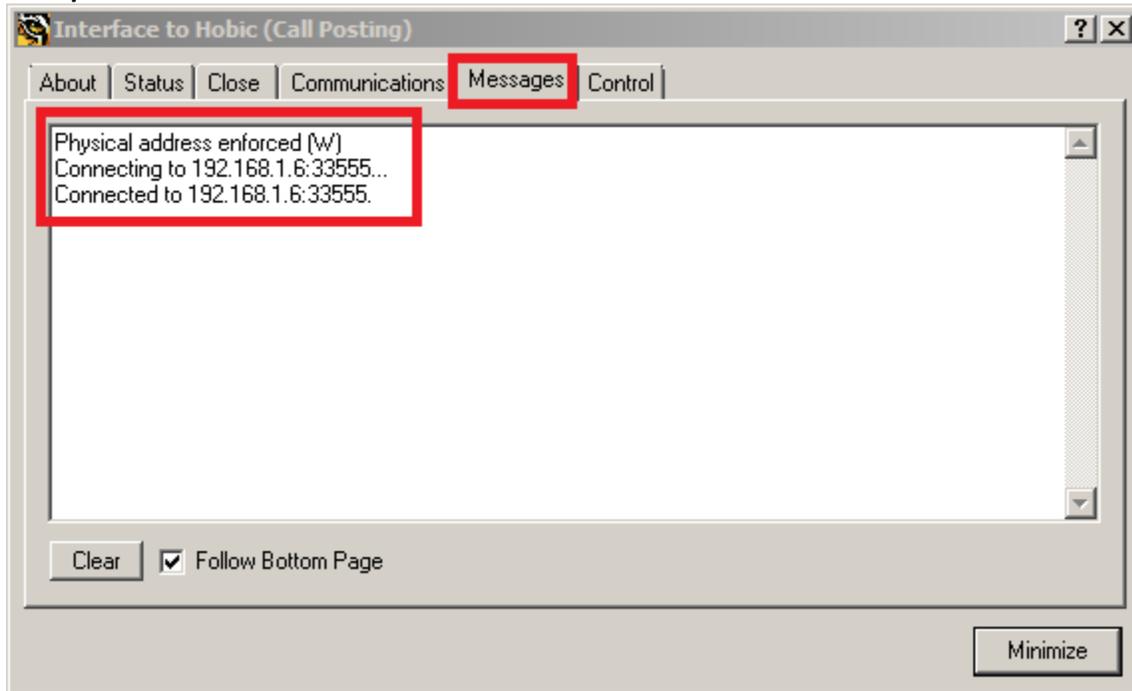
F) through J) – These settings can remain as shown in the example picture above

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



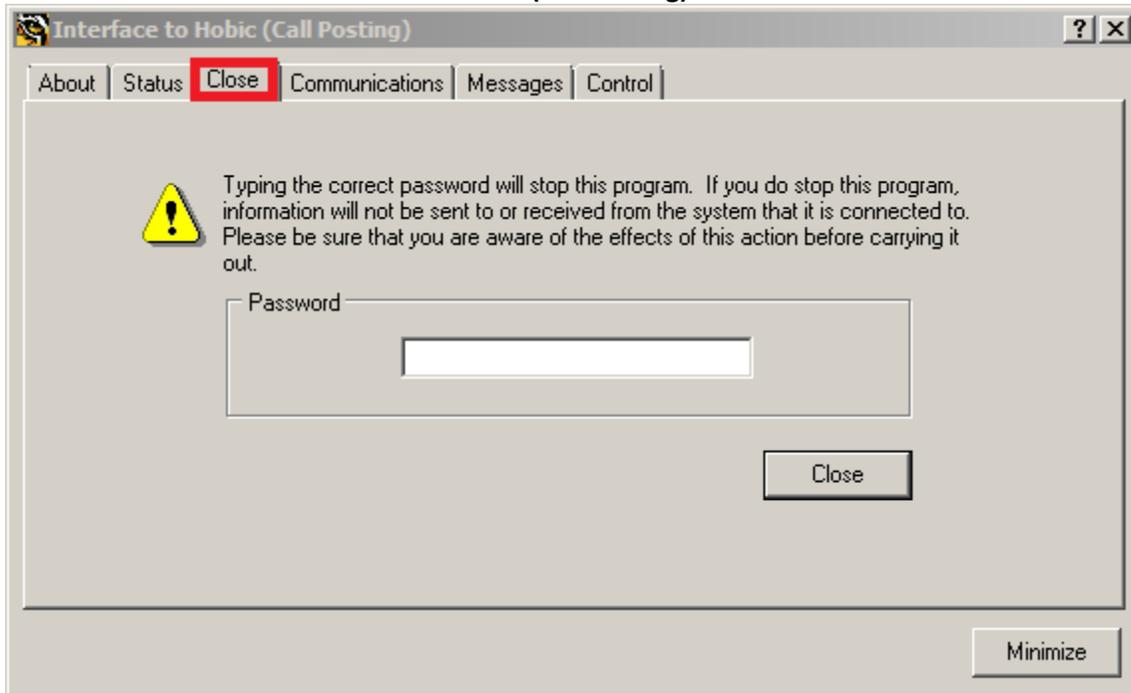
If the phrase **Connected to** is shown, this means that a succesful client connection has been made to the iPocket or PMS

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

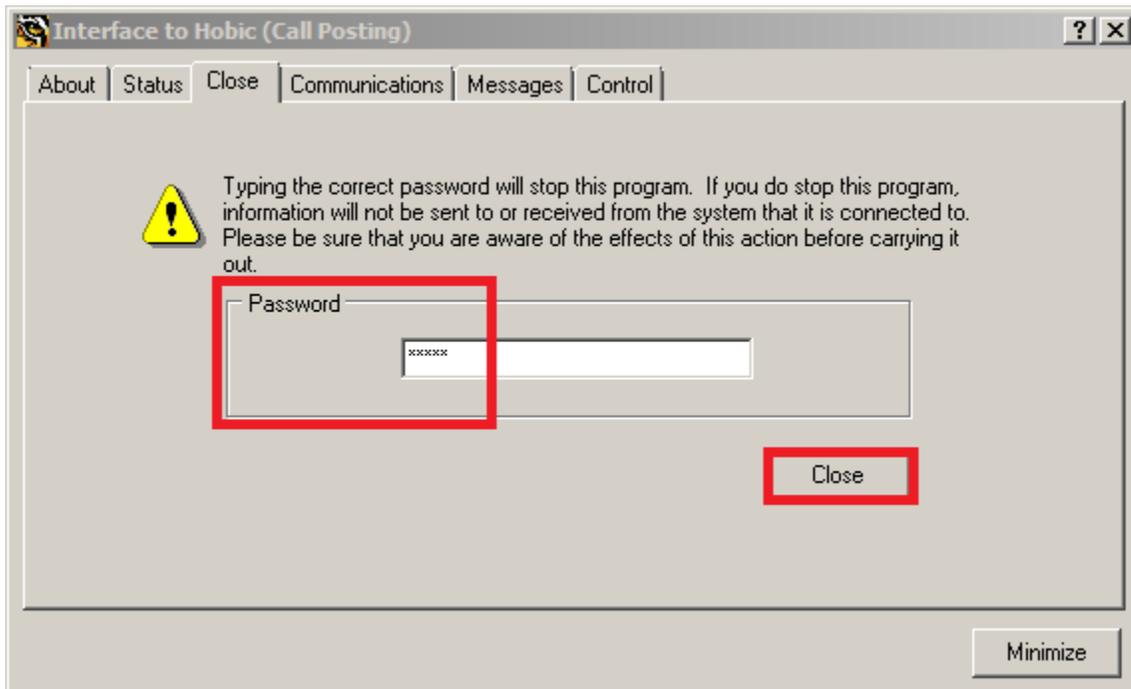
Just before you rebooted the CPU2-S after running the installer, you made an edit to the file **pms_Hobic_CR.ini**, adjusting the **ReadCallRecords=** statment, changing it from a 1 to a 0. Now that iCharge is receiving SMDR records, you need to change this back from 0 to 1.

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



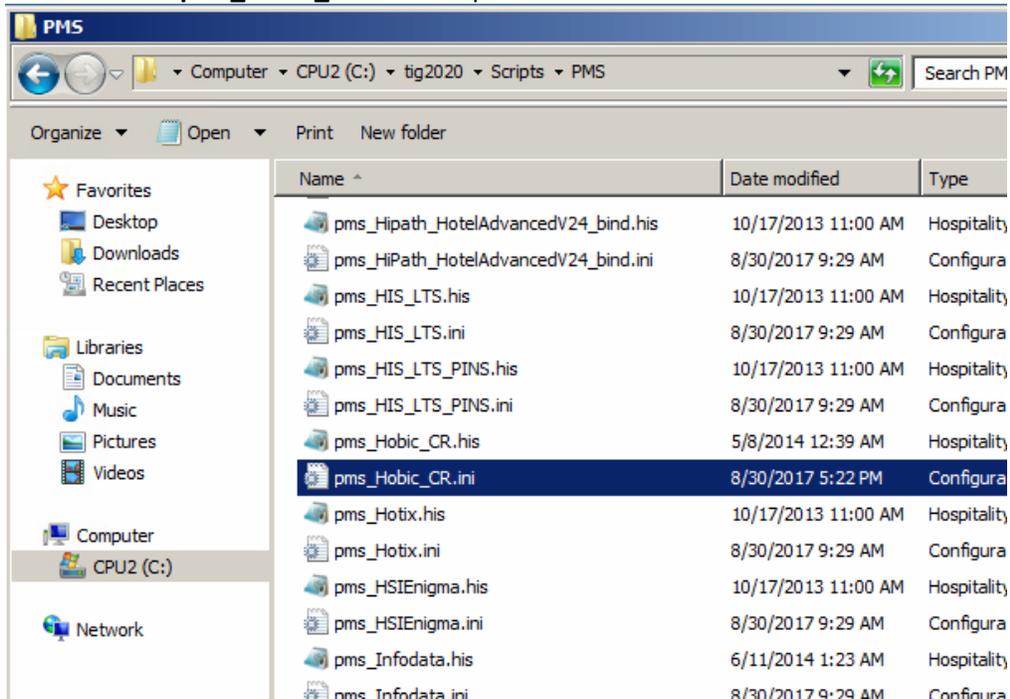
Enter the password **regit**

Click **Close**

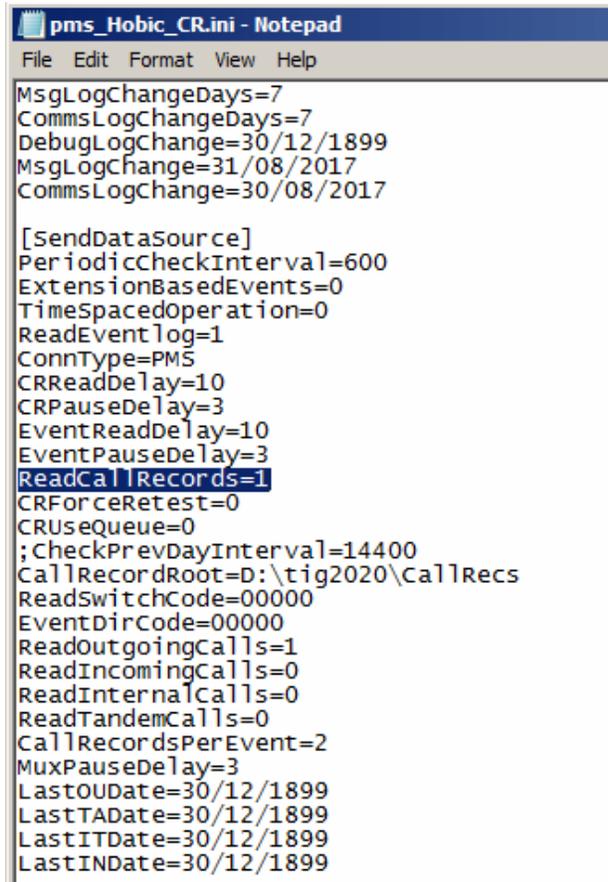


The interface will shutdown.

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

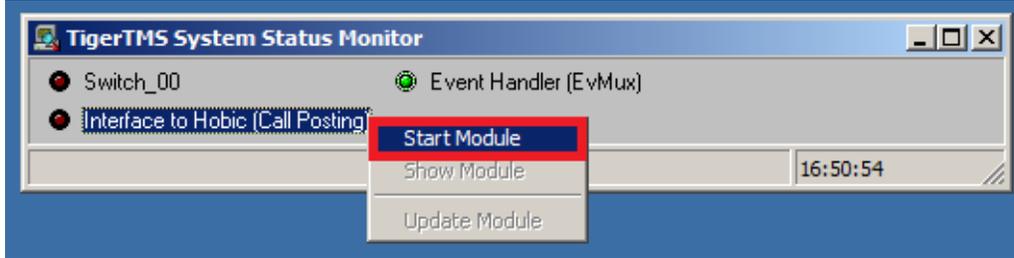


Scroll down and find the statement **ReadCallRecords=0** and change the 0 to a 1.



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**



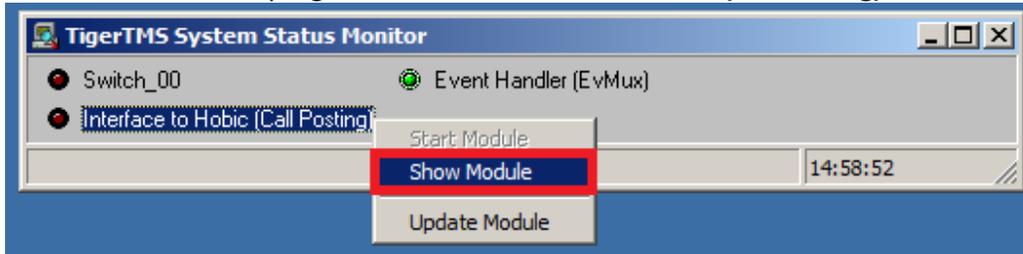
The Hobic interface will restart to the system tray.



Testing the iCharge Hobic interface

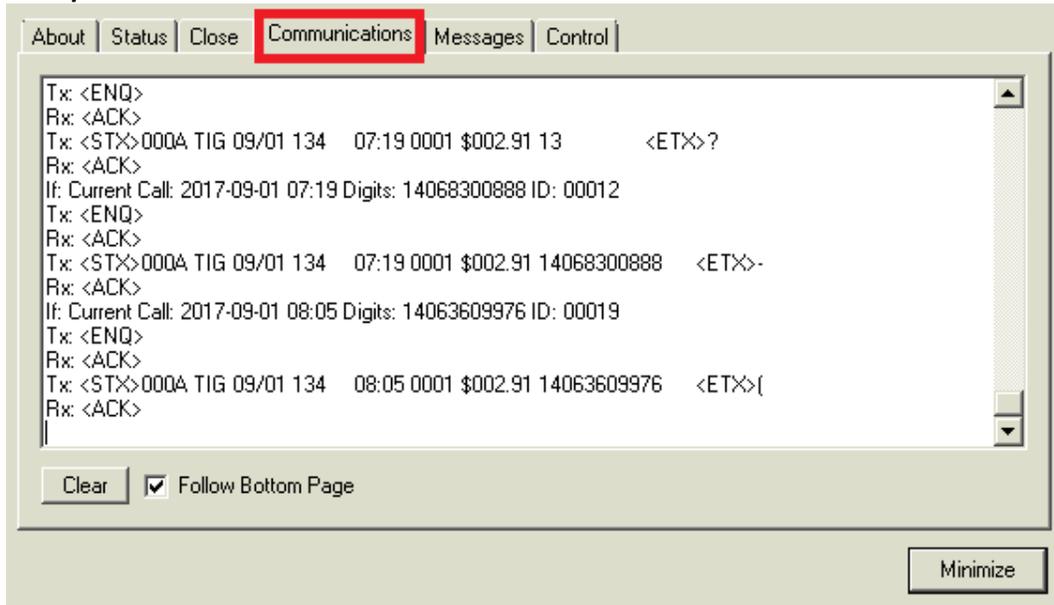
After connecting the serial port (DB-9M DCE) of the iPocket to the PMS, make some billable test calls from a guest room extension. After the call is received by Data Collection and processed, you should see a hobic call record transmit to the PMS.

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

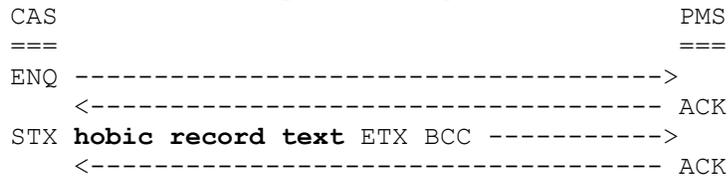
Example



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.



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