

# Hospitality, ConnectedGuests Applications

OPERATIONAL DIRECTIONS



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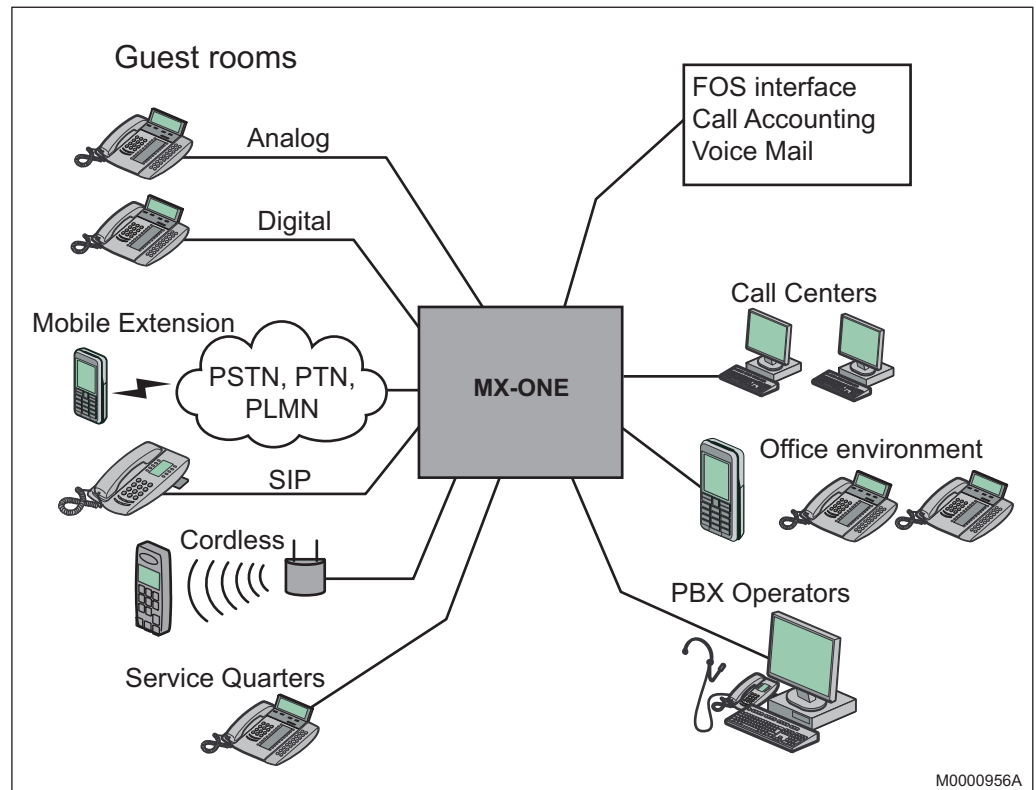
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## 1

## GENERAL

The purpose of the Hospitality Application is to offer functions especially aimed at the Hospitality industry.

The functions are provided within the following areas: guest check-in, guest rooms, and Service quarters.



**Figure 1: Hospitality Application**

## 2 PREREQUISITES

SNM and PM applications are to be configured and running, and could be used as an alternative to the command line commands.

## 3 AIDS

I/O terminal.

## 4 REFERENCES

In these operational directions references are made to the following documents:

**Operational Directions:**

*Analog extension*  
*Application System Parameters*  
*Call Information Logging and QoS Logging*  
*CSTA Server phase 3*  
*Digital key system telephone*  
*Generic extension*  
*Cordless extension*  
*Mobile and fixed remote extension*  
*IP extension (SIP, IP-DECT, VoWiFi)*  
*Name Identity*  
*System user information*  
*Parallel Ringing*  
*Route data, SIP trunk parts*  
*System resource status information*  
*Voice Mail*

## 5 PROCEDURE

1. In the *MX Service Node Manager* set the authority profiles for checked in, and checked out customers, that is, set the Common Category Codes and the Common Service Profiles for these extensions. Use names to easily recognize the checked in and checked out profiles.
2. In Provisioning Manager create the extensions.

## 6

## EXECUTION

**Classes in common category code and common service profile**

For initiation, alteration or printout of common Category Codes, see the operational directions for *ANALOG EXTENSION, EX*.

For initiation, alteration or printout of Common Service Profiles, see the operational directions for *GENERIC EXTENSION*.

**Extensions**

For initiation, alteration, removal or printout of analog extensions, see the operational directions for *ANALOG EXTENSION, EX*.

For initiation, alteration, removal or printout of generic extensions, see the operational directions for *GENERIC EXTENSION*.

For initiation, removal or printout of cordless extensions, see the operational directions for *CORDLESS EXTENSION*.

For initiation, removal or printout of remote extensions, see the operational directions for *MOBILE AND FIXED REMOTE EXTENSION*.

For initiation, alteration, removal or printout of IP extensions, see the operational directions for *IP EXTENSION*.

For initiation, alteration, removal or printout of digital extensions, see the operational directions for *DIGITAL KEY SYSTEM TELEPHONE, KS*.

**Multiple representation of extensions (Multiple DTSes or IP terminals in a room)**

For initiation, removal, printout of multiple IP terminals, see the operational directions for *GENERIC EXTENSION and IP EXTENSION (forked or parallel ringing)*.

For initiation, removal, printout of multiple DTSes, see the operational directions for *DIGITAL KEY SYSTEM TELEPHONE, KS*.

**Additional information string**

For initiation, removal, printout of additional information strings, see the operational directions for *NAME IDENTITY*.

**Name presentation (and restriction)**

For initiation, removal, printout of name presentation, see the operational directions for *NAME IDENTITY*.

### Call Information Logging interface

For initiation, alteration, or printout of Call Information Logging settings, used for the **iCharge** and **InnLine** applications, see the operational directions for *CALL INFORMATION LOGGING AND QOS LOGGING*.

### SIP route interface(s)

For initiation, alteration, or printout of SIP Routes, used for **InnLine (VM)** and **iConnect** applications (mobile), see the operational directions for *ROUTE DATA (SIP trunk parts) and for SIP ROUTE DATA*. Note that a specific SIP route profile exists.

### Parallel ringing

For initiation, removal, printout of parallel ringing list, see the operational directions for *PARALLEL RINGING*.

### System resource status information

For printout of system user information, see the operational directions for *SYSTEM RESOURCE STATUS INFORMATION*.

### Voice Mail and Message Waiting Indication

For printout of Voice Mail and MWI information settings, see the operational directions for *VOICE MAIL, MESSAGE WAITING and also APPLICATION SYSTEM PARAMETERS*.

Note that a SIP route is required for the Voice Mail.

### CSTA interface

Not directly needed for Hospitality functions, but if Contact Center functionality is used, CSTA interface will be required. For initiation, alteration, or printout of the CSTA Phase 3 interface, see the operational directions for *CSTA (COMPUTER SUPPORTED COMMUNICATIONS APPLICATIONS) PHASE 3*.

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## TERMINATION

If any configuration data have been changed, a dump to backup media shall be performed.