

# MiVoice MX-ONE

## Hospitality ConnectedGuests Applications - Operational Directions

Release 7.1

March 5, 2019



## 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](mailto: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>.

®,™ Trademark of Mitel Networks Corporation  
© Copyright 2019, Mitel Networks Corporation  
All rights reserved

---

# Contents

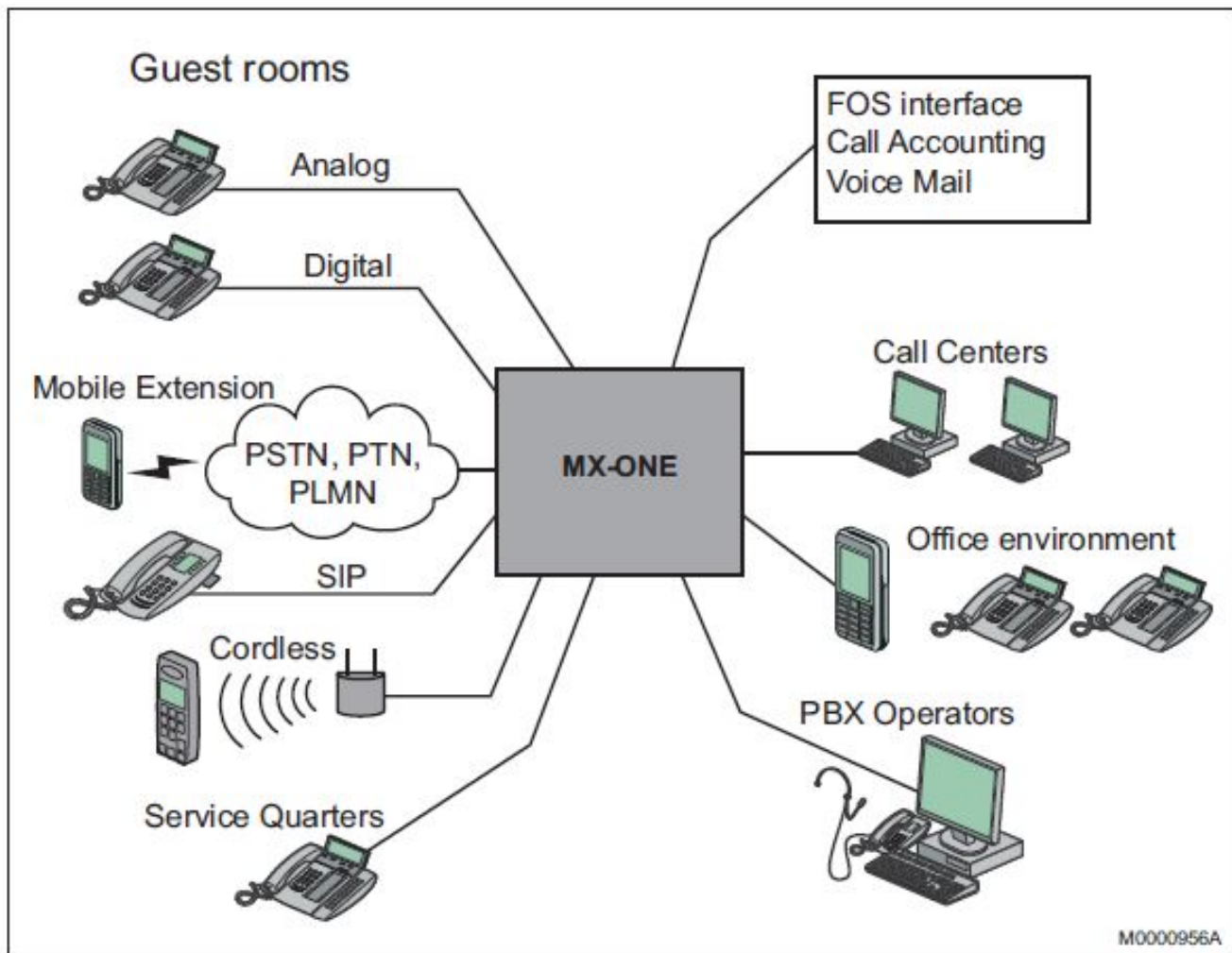
<b>Chapter: 1</b>	<b>General . . . . .</b>	<b>1</b>
<b>Chapter: 2</b>	<b>Prerequisites . . . . .</b>	<b>2</b>
<b>Chapter: 3</b>	<b>Aids . . . . .</b>	<b>3</b>
<b>Chapter: 4</b>	<b>References . . . . .</b>	<b>4</b>
<b>Chapter: 5</b>	<b>Procedure . . . . .</b>	<b>5</b>
<b>Chapter: 6</b>	<b>Execution . . . . .</b>	<b>6</b>
<b>Chapter: 7</b>	<b>Termination . . . . .</b>	<b>9</b>

# 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



# Prerequisites

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

# Aids

I/O terminal.

# 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*
- *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*

# 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.



# 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 *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*.

Note that a specific SIP route profile exists.

## **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*.

# Termination

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

