

	T P P A P P N O T E
	TPP-xxxxx Date – January 27, 2010
Product: DuVoice	System version: ShoreTel 7, 8 & 9

Abstract

DuVoice DV2000/DV4 & DV8 hospitality server allows ShoreTel IP switches to be used in hospitality applications. In addition to guest and staff voice messaging, DuVoice provides an interface between the ShoreTel IP switch and the Property Management System (PMS) that allows the DuVoice system to control Guest name labeling and out calling controls, guest and staff controlled wake-up calls, staff administration access via a web console.

Overview

The DV2000 hospitality solution consists of guest messaging software, wake up call software, PMS interface software and optional call accounting software on a stand alone Windows XP Professional (or Server) PC equipped with Dialogic voice processing boards.

For guest and staff messaging the system utilizes the 3rd party ShoreTel SMDI voice mail interface that requires one analog ShoreTel extension per voice mail port. A serial SMDI connection on the ShoreTel server provides call data. The system scales up to 72 ports, supporting very large properties.

A link between the PMS server and the DuVoice hospitality server provides a variety of automated functions and features including Guest name controls in ShoreTel server and Guest room Phone controls that allow restricting guest calling permissions. This link is usually an RS232 serial connection but also may be IP.

Utilizing a the “Shoretel Hospitality Service” that is installed onto the ShoreTel Server allows DuVoice to control the ShoreTel class of service and guest names on guest room extensions based on information received from the PMS to DuVoice.

DuVoice also offers a web server “InnDesk”, providing staff with access to guest administration features such as wakeup call controls, wakeup reports and much more through any Computer on the same LAN as the DuVoice Server using Internet explorer.

Hospitality call accounting can also be hosted on the DuVoice DV server. DuVoice currently offers Metropolis Profit watch and Hansen CASH+ that can be ordered with your duvoice system.



Features and Benefits

Guest Room Phone Controls

The guest room telephone user group can be automatically changed on check in and check out to restrict or unrestricted Long distance based on occupancy and guest status. The guest name can also be passed from the PMS into the ShoreTel software. **IMPORTANT:** The "Hospitality Service" software module from ShoreTel is required, see Requirements section on this document.

Guest Messaging

The DV2000 system provides guest mailboxes which are easy for any guest to use. Extended stay features can also be implemented where guests can record personal greetings and set a mailbox password. Mailboxes will be reset automatically upon check out archiving messages, removing wake up calls, turning off message lights and routing callers to the operator from a checked out room.

Staff Messaging

Staff messaging features includes powerful enterprise class messaging that includes unified voice and fax to a staff members email.

Guest Wake-up Calls

Guests can schedule their own wake-up calls from their telephone via touch-tones, or they can request staff to schedule the call for them. With the easy to use InnDesk web console, Staff can set the wake-up call using any PC on the hotel network. Staff can also use a special staff TUI to set wake-up calls from any telephone. The system can be configured to re-try wake-up calls for a pre-set number of attempts. In the event that all calls go unanswered, the system can generate a notification call to staff to alert them of the failed wake-up call. A detailed report of wake-up call activity is available to staff. The guest is presented a friendly wake up call announcement and even has the ability to snooze the wake up call for 10 minutes. The announcement can be recorded by hotel staff or professional studio talent.

Integration with any PMS

DuVoice supports integration with any Property Management System. There are many different vendors and protocols that support various features. While DuVoice has relationships with many PMS companies DuVoice can appear to the PBM software as one of two popular hospitality PBXs (Mitel and Hitachi). This allows compatibility with any PMS vendor. Basic features such as check in, check out and room clean/dirty are supported with most PMS companies. More advanced features such as setting wake up calls through the PMS are also available on some PMS integrations.

Track Housekeeping

From a guest room housekeeping staff can call the duvoice system and enter a special code using the guest room telephone to indicate that they are working in that room. Upon completion of room cleaning, staff can enter a code to indicate that the room is clean, still dirty, or in need of maintenance. DuVoice can send that update that information on the PMS depending on the system in use.

Easy Staff Training

The intuitive InnDesk allows for quick staff training – especially important in the hospitality industry where staff turnover is always an issue. Flash training videos at support.duvoice.com are also available to the hotel staff.



DuVoice Overview and Contact Info

DuVoice has created messaging solutions since 1990. Since the mid-1990's, DuVoice has special focus on providing messaging solutions to the hospitality industry. Product development, technical support, and professional services combine to make DuVoice a leader in the industry.

General sales questions contact your reseller or contact DuVoice directly at:
The DuVoice Sales Department

800.888.1057
sales@duvoice.com
www.duvoice.com

Resellers who want to start selling this solution should contact:
The DuVoice Sales Department 800.888.1057,
sales@duvoice.com
www.duvoice.com

Resellers Technicians who need assistance with an already purchased system:
The DuVoice Support Department 425.250.2393,
support@duvoice.com
support.duvoice.com or manual.duvoice.com

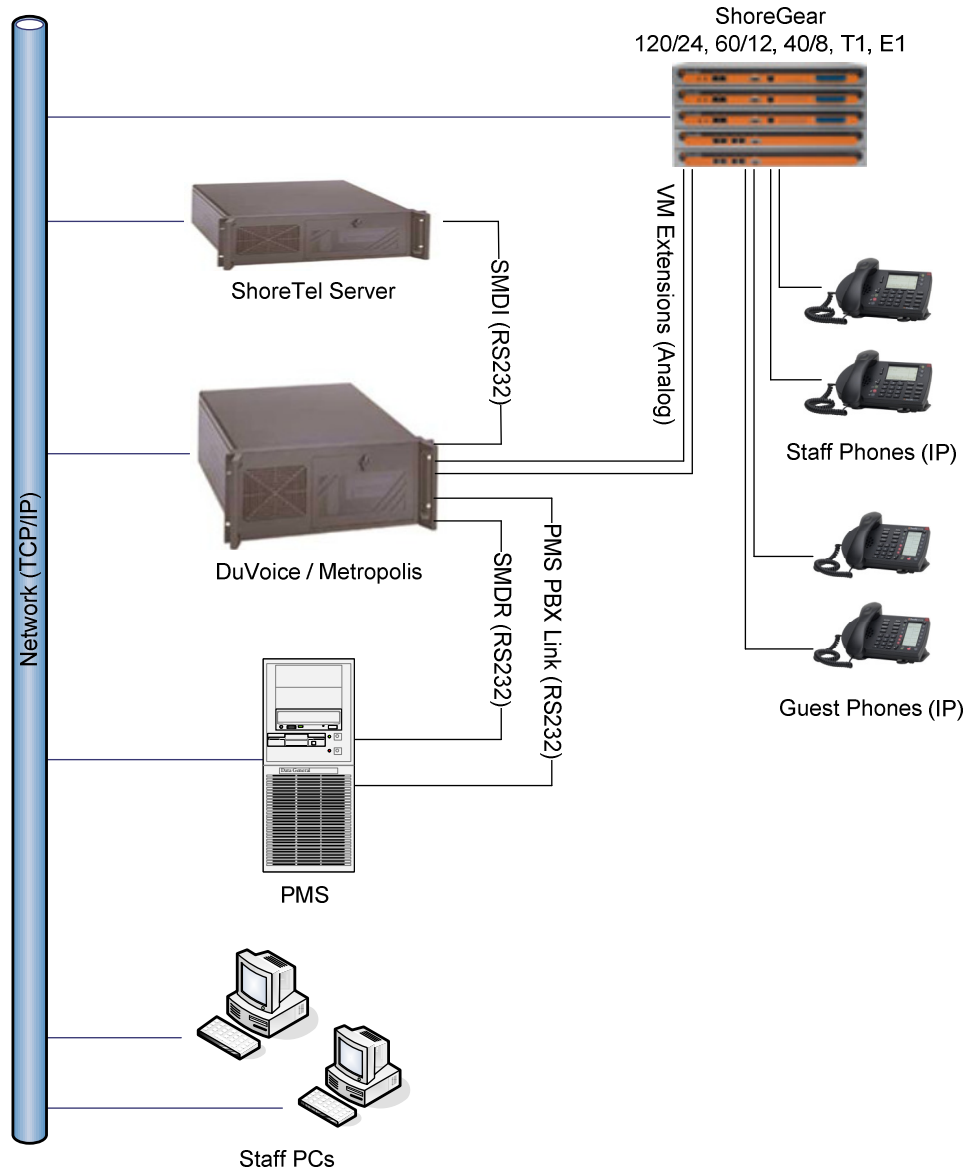


DuVoice Product Information

DuVoice provides a comprehensive 4 to 72 port turnkey hospitality messaging, wake up, room management, call accounting and PBX-PMS interface solutions for all types and sizes of hotel, motel, resort, convention center, and assisted living facilities for the ShoreTel Systems.

DuVoice Architectural Overview

SHORETEL / DUVOICE HOSPITALITY



Requirements

This application requires the following:

- One analog extension on the ShoreTel switch per DuVoice voice mail port
- SMDI link RS232 serial connection from ShoreTel server (PC) to DuVoice Server
- Serial connection to PMS from DuVoice server.
- Network connectivity between DuVoice server and ShoreTel Server (PC)
- Installed “Shoretel Hospitality Service” on Shoretel Server (PC). Shoretel part# QMS SKU 9380 “Professional Custom Software”
- DuVoice Link-Hospitality Package. Provides the interface to Property management and the ShoreTel hospitality service.
- Optional Call Accounting Software (Metropolis is recommended)

Limitations

Analog Guest room phones Message lamps

Shoretel ShoreGear Analog Extensions **DO NOT** support standard NEON or LED message waiting lamps that are found on many existing installations. All Analog guest room phones with NEON or LED (non FSK) message lamps will require the Audiocode Media Gateway system that has been approved by ShoreTel. Contact your ShoreTel representative or <http://www.shoretel.com/partners/technology/audiocodes.html> for more information on the Audiocode Media Gateway.

Shoretel ShoreGear Analog Extensions **DO** support any hospitality telephone that supports FSK message waiting lamps. Telematrix (www.telematrixusa.com) offers the FSK message waiting option on all their hospitality telephones and is a standard option on some of their business analog telephones.

Version Support

The table below contains the matrix of DuVoice 4.01 version certified on the identified ShoreTel software releases. Products listed in the table below were certified via the Technology Partner Program certification process for the ShoreTel system.

	ShoreTel Release			
	ShoreTel 7.5	ShoreTel 8	ShoreTel 9	ShoreTel 10
DuVoice 4.01	✓	✓	✓	TBD



ShoreTel Configuration

1. Create a group that you will assign all DuVoice analog ports
2. Configure DuVoice analog stations in ShoreTel
3. Configure SMDI & Set the SMDI (simplified Desk Messaging Interface) to “External Voice Mail”.
4. Create user groups for the hotel room phones and set restrictions accordingly.
5. Install the “ShoreTel Hospitality Service” on ShoreTel Server (PC). ShoreTel part# QMS SKU 9380 “Professional Custom Software. Configure the ShoreTel Hospitality Service access and phone control

Use the settings outlined in the screen shots below.

ShoreWare Director - Microsoft Internet Explorer

Address: http://localhost/ShoreWareDirector/MainFrame.asp

ShoreTel™

ShoreWare Director

Logoff Administrator

Administration

- Users...
 - Individual Users
 - User Groups
 - Class of Service
 - Notify Users
 - Anonymous Telephones
 - Extension Lists
 - Batch Update Utility
 - Call Handling Mode Defaults...
- Trunks...
- IP Phones...
- Switches
- Call Control...
- Voice Mail...
- Auto-Attendant Menus
- Workgroups
- Schedules
- System Directory
- Application Servers
- Conference Bridges
- Sites
- System Parameters...
- Preferences

Maintenance

- Quick Look
- Switch Connectivity
- Conference Ports
- Event Log...
- Services
- Event Filters

Documentation

- Administration Guide
- Planning and Installation Guide
- Telephone User Interface...
- Server...
- Client...
- Quick Reference...

Application Servers

Edit Server

[New](#) [Copy](#) [Save](#) [Delete](#) [Reset](#) [Help](#)

[Edit this record](#) [Refresh this page](#)

Name:

Host IP Address: [Ping this Server](#)

Site:

SoftSwitch Name:

Voice Mail and Auto Attendant

Voice Mail Extension:

Voice Mail Login Extension:

Auto Attendant Extension:

Assigned User Group:

Default Auto-Attendant Menu:

Simplified Message Desk Interface:

Mode:

COM Port (1 - 10):

Message Desk Number (0 - 999):

Number of Digits (2 - 32):

Translation Table:

Use for Call Data

Use for MWI Data

Extension List (extension - port - logical terminal number):

134 ----- TPP-SG-120/241 ----- (1)	Add
135 ----- TPP-SG-120/242 ----- (2)	Edit

[Remove](#)

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External Voice Mail System Set up Screen



960 Stewart Drive Sunnyvale, CA 94085 USA Phone +1.408.331.3300 +1.877.80SHORE Fax +1.408.331.3333 www.ShoreTel.com

ShoreWare Director - Microsoft Internet Explorer

Address: http://localhost/ShoreWareDirector/MainFrame.asp

ShoreTel™
ShoreWare Director

Logoff Administrator

Administration

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- Quick Reference...

Users
Edit User

New Copy Save Delete Reset Help

General Personal Options Distribution Lists Workgroups Refresh this page

First Name:

Last Name:

Number:

License Type: **Extension-Only**

Caller ID: (e.g. +1 (408) 331-3300)

DID: (DID Range: +16023574043 - 6023574043)

PSTN Failover:

User Group: **In Service** [Go to this User Group](#)

Site:

Language:

Home Port:

IP Phones

Ports

SoftSwitch

Current Port:

Jack #:

External Mailbox through Server:

Accept Broadcast Messages

Include in System Dial By Name Directory

Make Number Private

Fax Support:

Client Type:

Allow Use of Soft Phone

Client User ID:

Client Password:

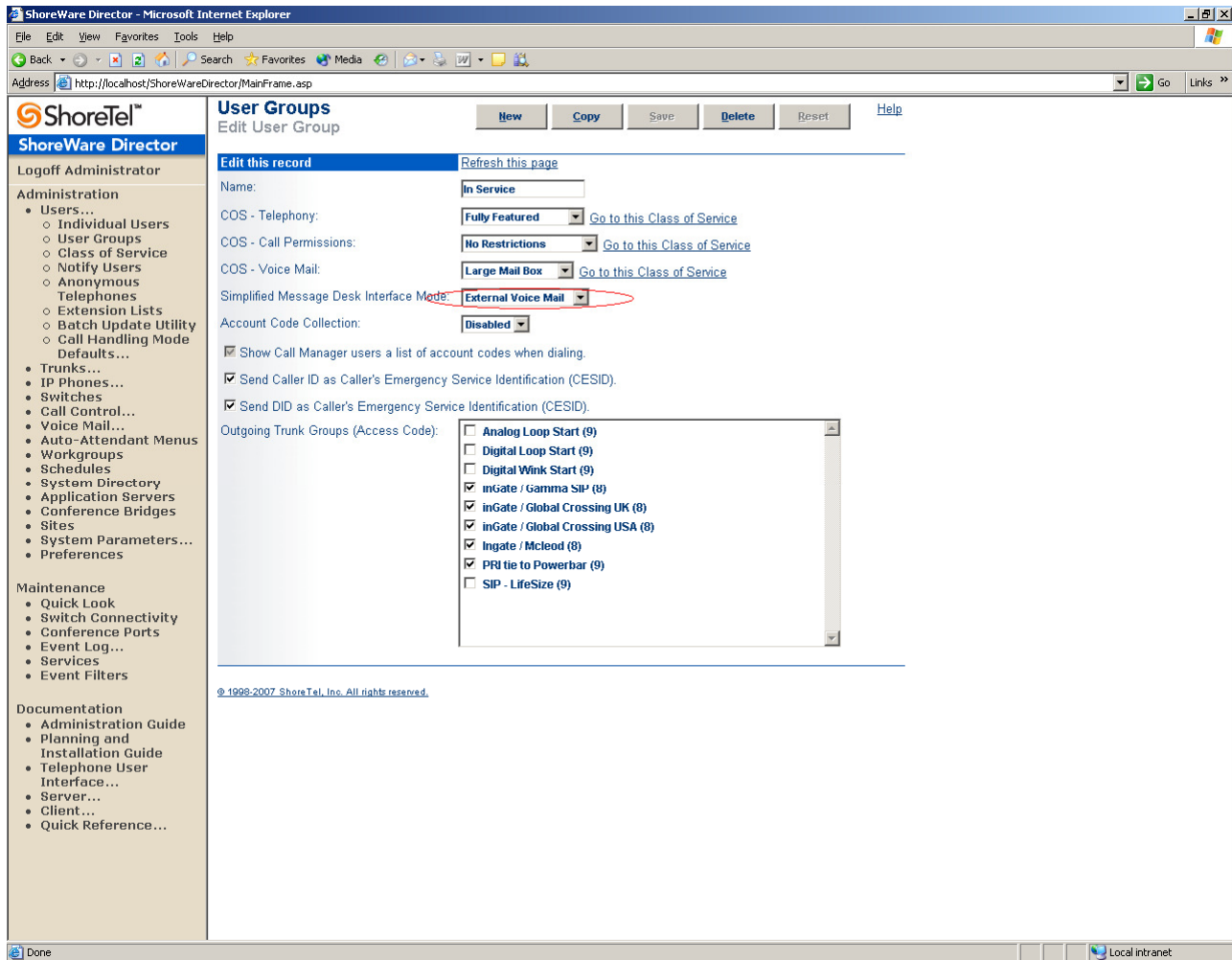
Voice Mail Password:

Done Local Intranet

Hotel Room Extension



960 Stewart Drive Sunnyvale, CA 94085 USA Phone +1.408.331.3300 +1.877.80SHORE Fax +1.408.331.3333 www.ShoreTel.com



Hotel Room User Groups

- Create two user groups for the hotel room phones, In Service and Out of Service and set the restrictions accordingly. The DuVoice system will need to have an exact duplication of the guest room groups, for this example we will use groups **In Service** and **Out of Service**. Once complete the DuVoice system will login to ShoreTel server and change guest form group to group based on commands from the PMS system to the duvoice program (FrontDesk or InnDesk).

Note: Many Hotels may require more guest phone restriction levels to control long distance calling. We suggest creating a total of 3 groups **In Service Local**, **In Service LD** (long distance) and **Out of Service**.



ShoreWare Director - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost/ShoreWareDirector/MainFrame.asp

ShoreTel™
ShoreWare Director
 Logoff Administrator

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- Quick Reference...

User Groups Help

[Add new](#)

Permissions							
Name	Telephony Features	Call	Voice Mail	SMDI	Account Codes	DID As CESID	
Account Code Service	Minimally Featured	No Restrictions	No Mail Box	None	Disabled	Yes	
Anonymous Telephones	Minimally Featured	Internal Only	No Mail Box	None	Disabled	Yes	
Executives	Fully Featured	No Restrictions	Large Mail Box	None	Disabled	Yes	
House Telephones	Minimally Featured	Internal Only	No Mail Box	None	Disabled	Yes	
In Service	Fully Featured	No Restrictions	Large Mail Box	External Voice Mail	Disabled	Yes	
IP Telephones	Minimally Featured	Internal Only	No Mail Box	None	Disabled	Yes	
Managers	Partially Featured	No Restrictions	Medium Mail Box	None	Disabled	Yes	
Out of Service	Partially Featured	Internal Only	Large Mail Box	External Voice Mail	Disabled	Yes	
Staff	Partially Featured	Long Distance Calling	Medium Mail Box	None	Disabled	Yes	
Voice Mail Notification	Minimally Featured	No Restrictions	No Mail Box	None	Disabled	Yes	

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Local Intranet



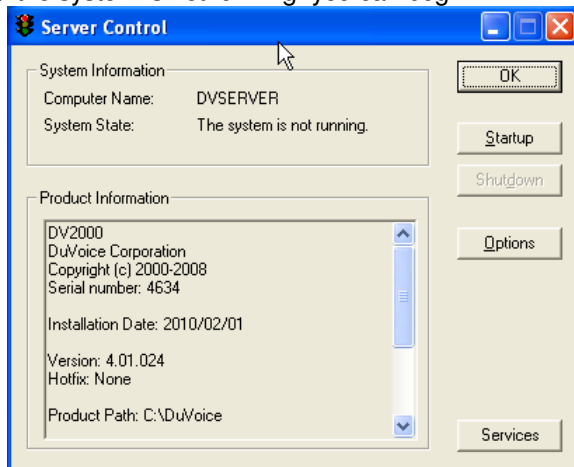
DuVoice Configuration Overview

Before you begin

- ✓ Connect the Serial Cable to the DuVoice com port from the ShoreTel server SMDI port and TEST the serial cable using hyper terminal on any two PC's with serial ports. Pin outs = 2-3, 3-2, 5-5 for db9 to db9 cables.
- ✓ Set up the DuVoice system as an External Voice Mail System in ShoreTel and have serial com port settings configured as 9600 , 8 , N , 1. Also set Message desk to 1 and digits to 10 as shown on first screen shot under ShoreTel programming of this document.
- ✓ Connect all analog DuVoice ports to the programmed Shoretel PBX analog ports that you setup previously in this document. All ports are single pair RJ-11
- ✓ Have the "ShoreTel Hospitality Service" on ShoreTel Server (PC) installed and running and confirm no firewalls will be blocking the TCP/IP ports that you have setup to communicate to DuVoice IP address. **ShoreTel part# QMS SKU 9380 "Professional Custom Software. Configure the ShoreTel Hospitality Service access and phone control**
- ✓ Test and assign Static IP address to the DuVoice system and ShoreTel Server (PC). The duvoice communicates all hospitality controls (name change & guest phone restrictions) through the LAN.

1. Set Duvoice ports to Shoretel integration and configure SMDI com port settings

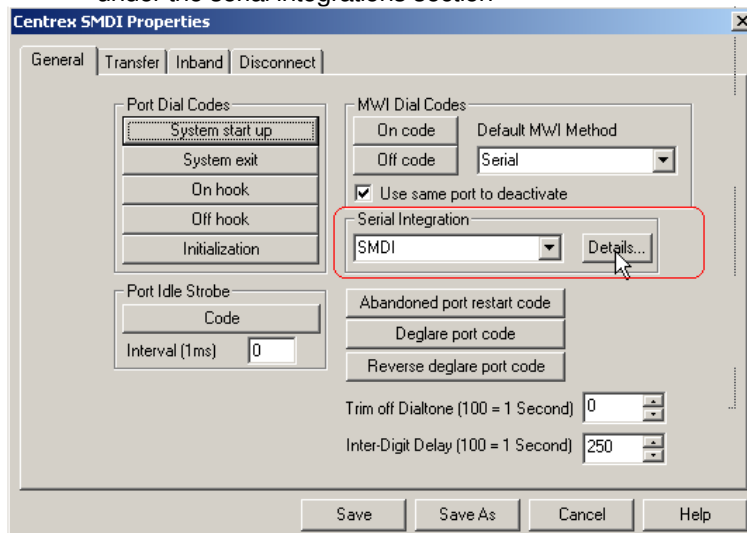
- a. **Stop the DuVoice service using DuVoice SERVER CONTROL.** Once the server control says that "the system is not running" you can begin.



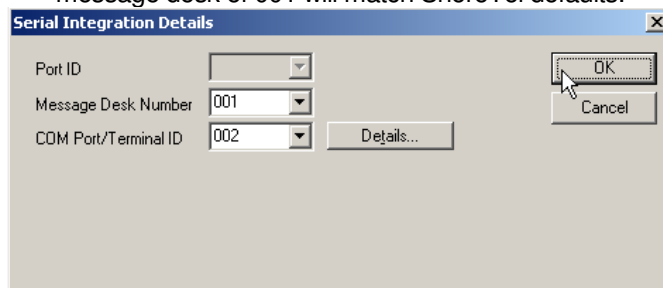
- a. **Confirm DuVoice ports are set to one of our SMDI integration types.**
1. Open the DuVoice system configuration program by going to START>PROGRAMS>DUVOICE and select SYSTEM CONFIGURATION (icon of black phone) use password of DuVoice.



- b. With the DuVoice system configuration program opened you will see your assigned voice ports, in order for this integration to work all ports must be set as **ShoreTelSMDI**. You will be able to select the pbx integration file at the initial setup wizard or you can change it manually using the online DuVoice manual located at <https://manual.duvoice.com>
 - b. **Configure DuVoice SMDI com port settings** (baud, parity, stop bit etc)
 1. If not already opened, please open the DuVoice SYSTEM CONFIGURATION program and use password of DuVoice
 2. Click on INTEGRATIONS at the top of the window and select TEMPLATES.
 3. Select the template file you have loaded on your ports and select EDIT to open integration settings. On the General Tab of the integration select the DETAILS button under the serial integrations section

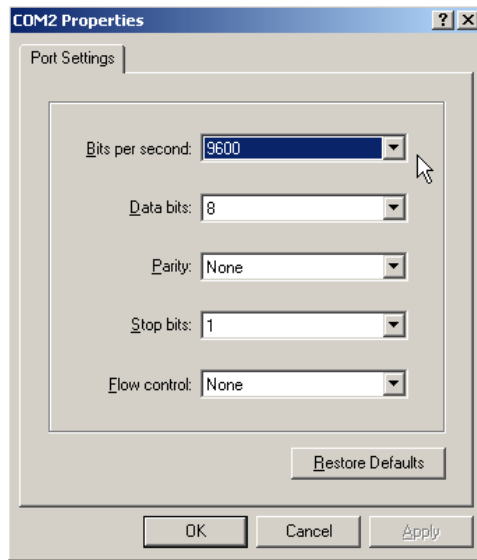


4. Once opened you will change the computers COM port that you will be connecting to the PBX's SMDI port. You can also set the message desk number at this time. The Default message desk of 001 will match ShoreTel defaults.



5. Once you have selected the COM port to be used you will need to set the ports setting to match what the PBX will be sending to include Baud, data bit, parity, stop bit, and flow control. The defaults are 9600, N, 8, 1 with no flow control. To confirm or change the port setting select DETAILS to the right of the com port.

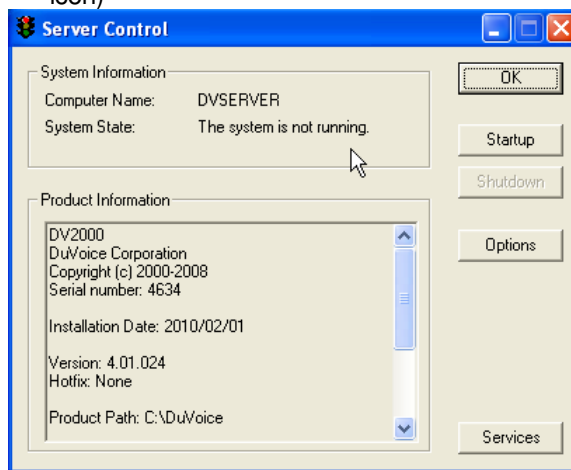




6. Once open you can review or edit any of the settings. Reminder that the DuVoice COM port is a DB-9 RS232 that typically uses a null adapter or null cable between the ShoreTel PBX and DuVoice for SMDI integrations.
7. After setting or confirming your port settings save and close the port settings and integration editor and return to the opening window of the SYSTEM config window and close the program.

c. Start DuVoice server to capture SMDI packets

- a. Now that you have confirmed or changed you COM port setting you will need to start the DuVoice services to allow you to capture the SMDI packet.
- b. Make sure all DuVoice programs are closed and open the DuVoice SERVER CONTROL program located START>PROGRAMS>DUVOICE>SERVER CONTROL (stop light icon)



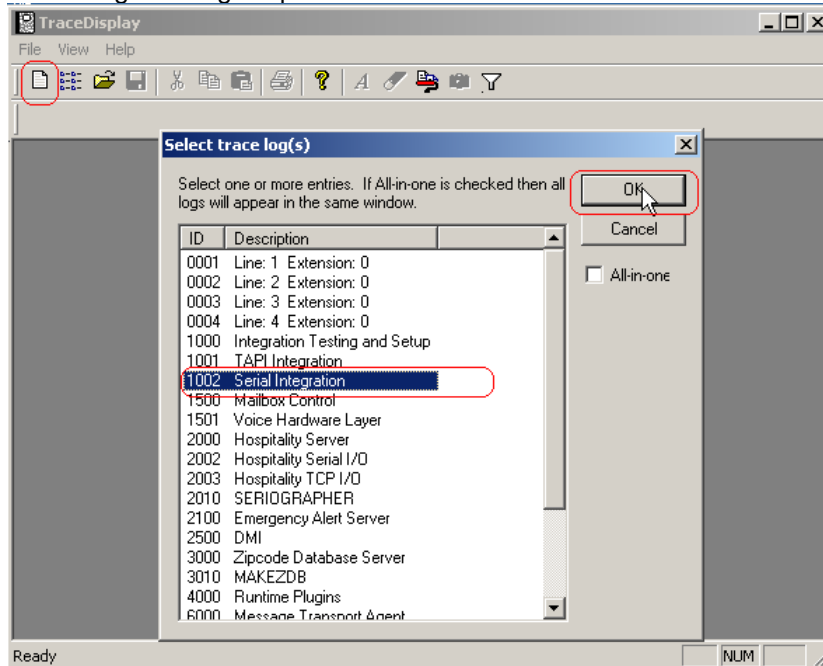
- c. When opened simply select the Startup button to start the services. Once the system status shows “The system is running” (green stop light). You can also use the PORT ACTIVITY VIEWER program to validate the system is up and idle as each port will display an IDLE status.



b. Run DuVoice Trace Display program to capture SMDI packets

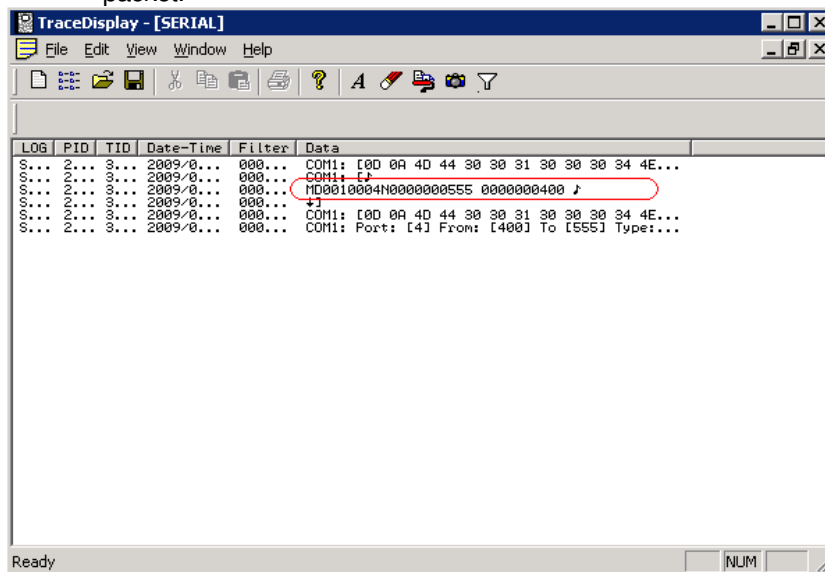
- i. Open the DuVoice TRACE DISPLAY program located START>PROGRAMS>DUVOICE>SUPPORT>TRACE DISPLAY.

- d. Once opened select the open icon located in the top right of the window and select the serial integration log to open.



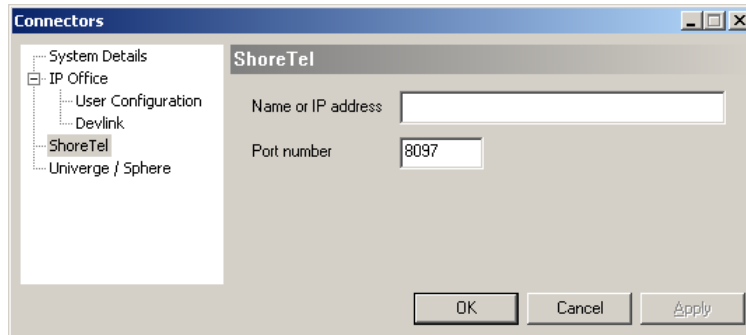
- e. Once the trace display is tracking SMDI serial packets you will simply call the DuVoice system Prime number/Lead extension/Hunt Group

- f. A second before the PBX rings one of the DuVoice ports the SMDI packet should be see on the beginning or before the first ring. You will need to take note of the Message Desk ID of the packet as well the Port ID in the packet. You will also need to follow the Understanding SMDI packets section at the bottom of this document once you receive a packet.



2. Configure DuVoice Connectors for name change and Phone restriction controls

- a. Open the DuVoice System configurations program and select FEATURES > CONNECTORS
The Connectors screen is displayed.
- b. Select the SHORETEL PBX form the list on the left and enter the IP address of Shoretel Server and TCP/IP port that will be used to connect. Please note that any firewall or blocking of the desired port will stop the systems form communicating. The connector is used to establish a Configuration Service connection to the Shoretel Hospitality application that you have installed on the ShoreTel server for update of guest user names and Guest phone controls.



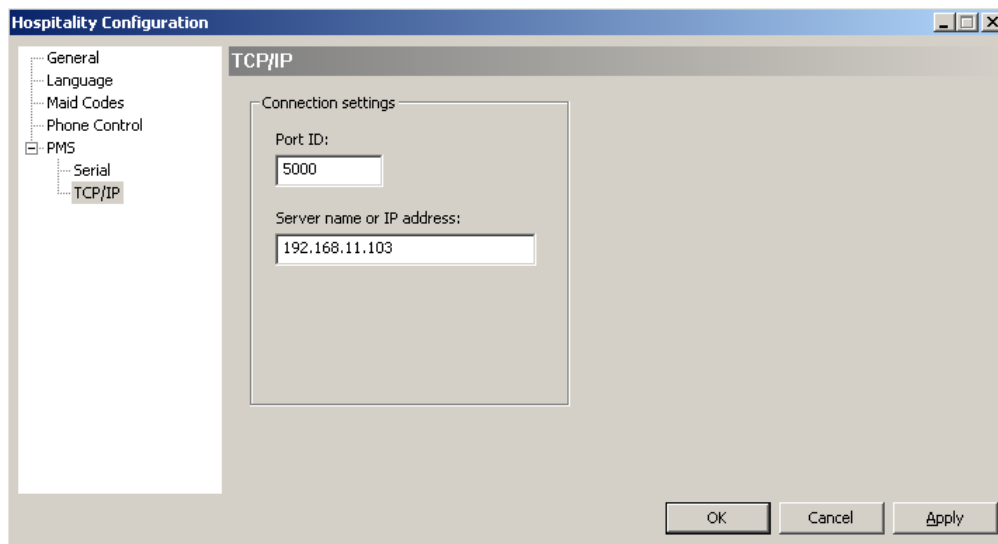
3. Configure Hospitality options - PMS interface

DuVoice offers a serial and an IP interface that allows the DV system to integrate to the Property management system (PMS). In most cases the PMS Company can connect and treat the DV system as a MITEL SX2000 PBX or Hitachi PBX system. These two interfaces are most common and supply all needed integration packets such as names and phone controls along with basic check in and checkout packets. If integrating with Micros you will need the Micros or SDD you will use the IP interface all others are serial for this application

a. **TCP/IP DuVoice to PMS**

The TCP/IP page provides the settings for enabling the TCP/IP socket and configuring it to properly communicate with a Property Management System (PMS). The figure below shows the settings available on this page.





Connections settings

These settings are used to configure the socket used to communicate with the PMS.

Port ID—enter the port number to use to connect to the PMS (or, in the case of the Jonas protocol, the port number to listen on for a connection from the Jonas PMS). Consult your PMS documentation for the exact TCP/IP port number it uses to communicate with the voice mail system (VMS). and enter that number here.

Server name or IP address—enter the computer name or the IP address of the PMS to which the DV2000/DV4 will connect. *Note:* When using the Jonas PMS, the DV2000/DV4 acts as the server rather than as a client; in that case, it is not necessary to configure this field, but it does not hurt to do so.

Notes on TCP Communication

In all but one case (Jonas), the DV2000/DV4 acts as a client, expecting the PMS to listen on the specified port for a connection from the VMS. Once the connection is made, the DV2000/DV4 will maintain the connection for as long as the main VMS service is running. If the connection is closed by the PMS, the DV2000/DV4 will periodically attempt to reconnect.

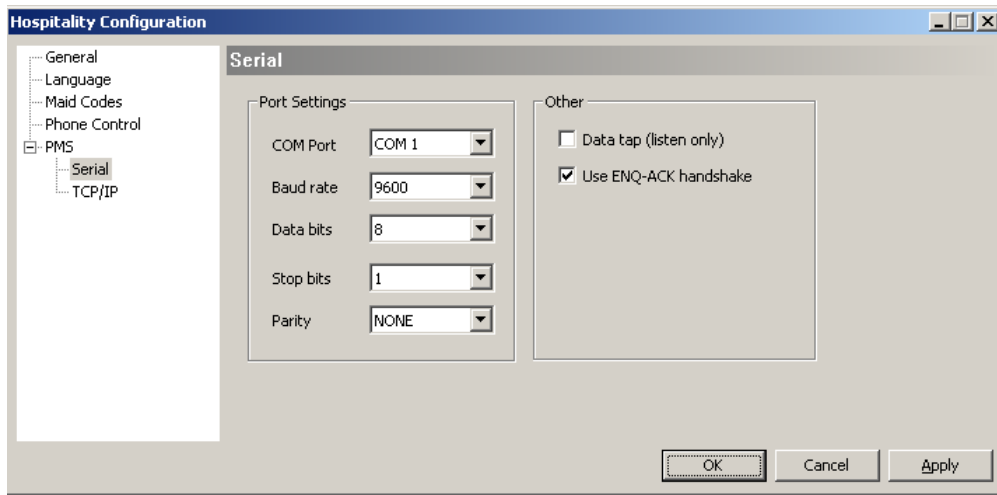
In the case of the Jonas PMS, the DV2000/DV4 acts as the server, listening on the specified port for a connection from the Jonas system. It will then maintain the connection as long as the VMS service is running. If the Jonas system drops the connection, the DV2000/DV4 will continue to listen for connections but will not ever attempt to establish a connection itself.

In either case, while the connection persists, the DV2000/DV4 will listen for packet data from the PMS, responding with an ACK or NAK byte as appropriate. In cases where the PMS protocol defines packets that the VMS must send to the PMS (such as for maid status or message counts), the VMS will send these packets over the same socket connection, just as it would with a serial connection.

b. Serial DuVoice to PMS

The Serial page provides the settings for configuring the serial port to properly communicate with a PMS. The figure below shows the settings available on this page.





Port Settings

These settings determine which COM port to use and how to configure it to properly communicate with the PMS at the other end of the serial link. With the exception of the *COM Port* setting, they must all be set to the same values used by the PMS.

Ports to the physical serial ports on the back of the PC is typically determined by the BIOS settings for the PC; COM1 *does not* necessarily map to serial port 1, and so forth.

Baud rate—select the baud rate expected by the PMS. Valid values range from 300 to 115200. The default is *9600* baud.

Data bits—select the number of data bits expected by the PMS. Valid values are: 5, 6, 7 or 8. The default value is *8*.

Stop bits—select the number of stop bits expected by the PMS. Valid values are: 1 or 2. The default value is *1*.

Parity—select the type of parity expected by the PMS. Valid values are: None, Odd, Even, Mark or Space. The default setting is *none*

4. Configure Hospitality options - Maid status

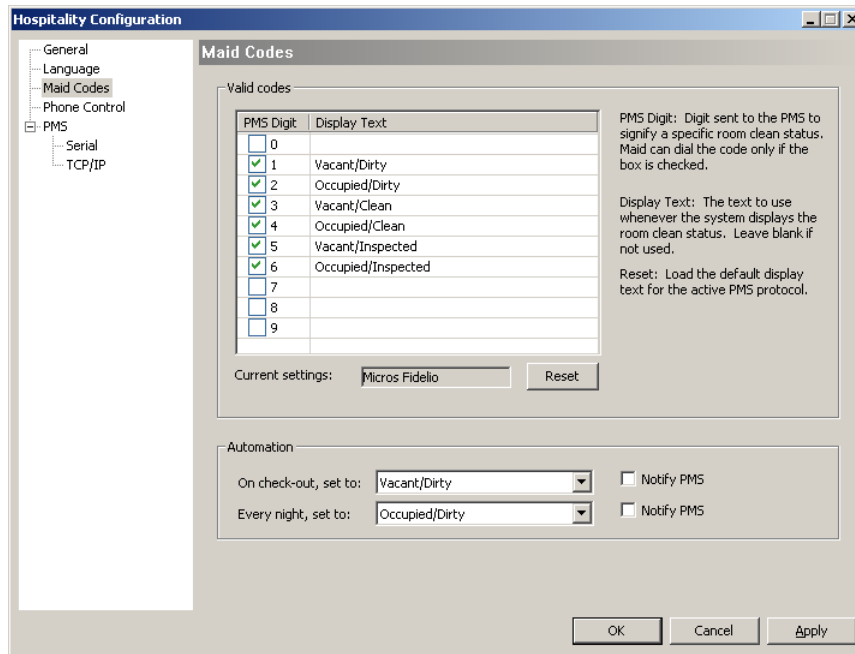
Many Property Management System (PMS) protocols allow the PBX (or voice mail system) to send maid status information to the PMS for each guest room. Generally, the maid will dial a specific code sequence into the room phone to indicate if the room is clean, dirty, in the process of being cleaned, and so forth. This code is then passed on to the PMS.

The meaning of each code may be customizable on the PMS, and therefore must be customizable on the DV2000/DV4 as well. The Maid Codes dialog below is used to create a mapping between the code dialed by the maid and the meaning assigned to that code.

Note: The DV2000/DV4 provides a method for the maid to dial room status codes by logging into the guest mailbox (as if to review messages) and then dialing the code **61n** (where **n** is a digit from 0-9, as defined in the table shown in the figure below) from the subscriber main menu. If integrating with an Avaya ACM PBX, the system also supports receiving the maid status from the PBX and then passing it on to the PMS; what the maid dials in that case depends on the PBX configuration.

a.





Valid codes - In practice, the maid must dial a sequence of DTMF digits to signify the room status; however, the actual room status is indicated by a single digit between 0 and 9. The *Valid codes* table, shown above, is used to indicate which digits are valid, which can be dialed by the maid using the room phone, and what text to use when DV2000/DV4 needs to display the room clean status in a human-readable format.

PMS Digit - The PMS digit is the single digit number from 0 to 9 that is sent by the DV2000/DV4 to the PMS to signify the current status of a given room. The check box next to each number is used to indicate whether that digit can be dialed by the maid from the room phone. In some cases, there may be valid room status codes that can only be assigned from an attendant console or other front desk application and not from the room; in such cases, the check box should be left unchecked, but the *Display Text* field should still be filled out.

Display Text - If this field is blank, then the associated digit is considered invalid. Enter a brief word or phrase that defines the meaning of the associated code. This text is used by the system whenever it needs to display the room clean status in human-readable form.

Current settings - This text field indicates if the current mapping of codes to display text is one of the default mappings associated with a given PMS protocol or is a custom mapping entered by the administrator. In the example above, the mappings are set to match the Micros Fidelio Opera PMS, as defined in the Micros Fidelio Opera FIAS protocol specification. However, if you change any of the display text fields or check/uncheck any of the check boxes, then the *Current settings* field will automatically change to the text *Custom*, to indicate that this is a custom mapping and not the one defined in the PMS protocol. Reset Click the Reset button to change the maid code mappings back to the default values as defined in the protocol used by the currently-active PMS integration.

Automation - In most cases, it is desirable for the maid status of a room to change automatically each night to a status that indicates it needs to be cleaned; this may also be desirable whenever a guest checks out.



On check-out, set to - This setting defines the maid code to auto-assign to the room whenever a guest checks out. If the Notify PMS check box is enabled, the room status change will be sent to the PMS as well. If the PMS already updates the maid status automatically itself, then leave the box unchecked. If you do not want the maid status to be changed at all, even on the DV2000/DV4, then select the --no change-- option from the drop down list.

Every night, set to - This setting defines the maid code to auto-assign each night during maintenance. If the Notify PMS check box is enabled, the room status change will be sent to the PMS as well. If the PMS already updates the maid status automatically itself, then leave the box unchecked. If you do not want the maid status to be changed at all, even on the DV2000/DV4, then select the --no change-- option from the drop down list.

5. Configure Hospitality options - Guest Phone controls

DV2000/DV4 provides support for setting call restrictions on guest room phones when integrating with certain PBX systems. The Phone Control dialog is used to configure the relevant options related to this feature, including whether a call accounting system is involved. However, to configure the communication layer for the given PBX, refer to the [Connectors](#) dialog instead.

Phone Control

PBX Type: ShoreTel

Call accounting Type: --none--
Enabled: --no change--
Disabled: --no change--

Auto-set phone state on
 Check-in: --no change--
 Check-out: --no change--

Vodavi-specific settings
Outdial prefix: 470

User group restrictions / call restriction values
 To edit an entry, left-click on it. For all other actions, right-click any row to display a menu.

Display Text	PBX Value	PMS Value
Assisted Toll	RESTRICTED	
Internal	RESTRICTED	0
Local	RESTRICTED	1
National	UNRESTRICTED	
Unrestricted	UNRESTRICTED	2

Active PMS: Mitel (MITEL)

OK Cancel Apply

PBX

Select ShoreTel from the drop-down list provided.

Auto-set phone state on - Configure these automation settings to indicate whether the system should automatically change the call restriction status for guest rooms at check in and check out.



Check the box provided to enable the feature, then use the associated drop-down list to select which user group restriction should be assigned in that case. Selecting the --no change-- option is effectively the same as removing the check from the check box. The contents of the drop-down list are determined by the contents of the *User group restrictions* table.

User group restrictions - The user group restrictions table is used to map the supported PBX values to the supported PMS values, and also to provide the desired text to use whenever the system must display the phone status in a human-readable format. **Note:** Each PBX system for which the DV2000/DV4 currently supports the phone control feature may use slightly different terminology, such as: *profile, class of service, group, and call restriction level*. In the end, it all amounts to much the same thing.

Display Text - Each restriction level you wish to support must have a name (that is, a descriptive word or short phrase) that can be used when displaying the phone state in a human-readable format.

PBX Value - The PBX Value is either a digit representing the class of service or call restriction level, or a text string indicating the group or profile name. Which to use depends on the PBX you are using. Where possible, always match a PBX value to each possible PMS value even if you must use the same PBX value more than once (such as when the PBX supports fewer options than the PMS). That way, whenever the PMS sends a *set restriction* message packet, the DV2000/DV4 will be able to discern what it should send to the PBX to effect the desired change.

PMS Value - The PMS Value is the digit that the PMS sends as part of a *check-in, check-out* and/or *set restriction* message packet. This digit may be completely different than what the PBX expects and therefore must be translated by the DV2000/DV4. Since these values are often configurable on both the PBX and the PMS, it is necessary to define both values in this table so that the DV2000/DV4 can perform the necessary translations.

Note: Since the DV2000/DV4 never sends *set restriction* message packets to the PMS, it does not need to translate from PBX values to PMS values. Therefore, if there is a PBX value for which no corresponding PMS value exists, leave the PMS value blank. You can still define the PBX value, as that will allow you to select it manually (or via the call accounting settings).

Active PMS - This setting displays the currently-active PMS protocol. If you have reset the user group restrictions table to the default settings and they do not match what you expect, check this setting to verify that the active PMS is the one you think it is. If you have just changed the PMS on the PMS tab, you may need to click the **Apply** button to make sure the change has been saved.

Editing the User Group Restrictions Table

Edit a row - To edit the display text, PBX value or PMS value for an existing row, you can left-click on the given field to edit it in-place.

Add a row - To add a row, right-click anywhere on the table and select *Add new row* from the context menu. This will add a new row to the table with the text NEW ENTRY in the *Display Text* field and the other two fields will be blank. You can then left-click on each field to edit them.

Delete a row - To delete a row, right-click on it and select *Delete selected row* from the context menu.

Reset to defaults - To reset the entire table to the default entries for the given PBX and PMS protocol combination, right-click anywhere on the table and select *Reset to defaults* from the context menu.



DuVoice FrontDesk and InnDesk- Hotel employee wake-up & manual check in controls

DuVoice offers two visual hospitality management options allowing the hotel staff to quickly create edit and track wakeup calls plus allow manual check in and checkout controls if ever the PMS link goes down adding extra redundancy. InnDesk is the preferred program that will allow users to log into a website remotely; the other is FrontDesk and requires the user to be in front of the DuVoice server. InnDesk is a licensed item that must be purchased and Front desk is included in all duvoice installations.

FrontDesk

The FrontDesk application provides the hospitality administrator a way to view and manage the status of all room mailboxes defined on the DV2000/DV4 voice mail system (VMS). For properties that do not have a property management system (PMS) installed, or where the PMS is not connected to the VMS, FrontDesk may be used for simple guest management: checking rooms in or out, moving from one room to another, setting or clearing wakeup calls, setting or clearing text message notification, setting maid status and viewing wakeup call activity logs. If the VMS link to the PBX supports it, FrontDesk can also enable and disable long distance service for room phones located on the DuVoice system

START>PROGRAMS>DUVOICE>HOSPITALITY

InnDesk web server

InnDesk is a web based console that enables hotel staff to manage wake-up calls and more from a 'web site' generated by the DuVoice server. InnDesk is accessed via the local Intranet using their favorite web browsing program such as Internet Explorer or Mozilla. InnDesk is a licensed item and installed separately on the DuVoice server. This document does not cover the install process, however if InnDesk is ordered with the original purchase InnDesk will come installed. You can test by simply opening Internet Explorer on any PC connected to the same LAN as the DuVoice Server and type the duvoice IP Address or name **DVSERVER** in the address bar.

For more info go to InnDesk online demo @ <https://support.duvoice.com/inndesk>

DuVoice Technical Support

DuVoice technical support can be reached by calling 425-250-2393 or emailing support@duvoice.com. Normal support hours are from 7:00 AM to 6:00 PM Monday through Friday Pacific time. Leaving a voice mail message after hour will page a technician who will return the call. Please have the system key number available when calling



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technical support. This number can be found on the software dongle which will be connected to a parallel printer port or USB port on the DuVoice server.

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