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- *Network Manager's Guide for MERLIN MAGIX Integrated System PBX Driver Release 2.0*, © 2001 by Avaya, Inc.

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Overview

The four features that define hospitality applications on the DV2000 are 1) specialized guest mailboxes, Integration with Property Management Systems (PMS), 3) integration with the Magix through the CTI link, and hospitality specific reporting items.

Guest Mailboxes

The hospitality application on DV2000 is built around specialized mailboxes created especially for guest room functionality.

Specifically, there are two types of guest mailbox; Guest and Extended Stay. Following are some of the features inherent in these mailbox types.

	Guest	Extended Stay
Record mailbox greeting	No	Yes
Change mailbox password	No	No
Save reviewed messages	Yes	Yes
Archive messages	No	No
Set wake-up calls	Yes	Yes

Two **model mailboxes** have been created for you: **993–Guest** and **994–Extended Stay**. When adding either type of mailbox, it is crucial that you copy these model mailboxes rather than create them from scratch yourself. Specific settings in call routing, scheduled events, and message notification control specialized mailbox functions in these mailboxes.

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PMS Integration

DV2000 uses a serial interface to connect with most PMS systems. To set-up the integration, you must select the correct PMS system and configure the communication parameters to match those of the PMS system

1. To open the PMS integration status screen - go to **Programs->DV2000Hospitality->PMS.**
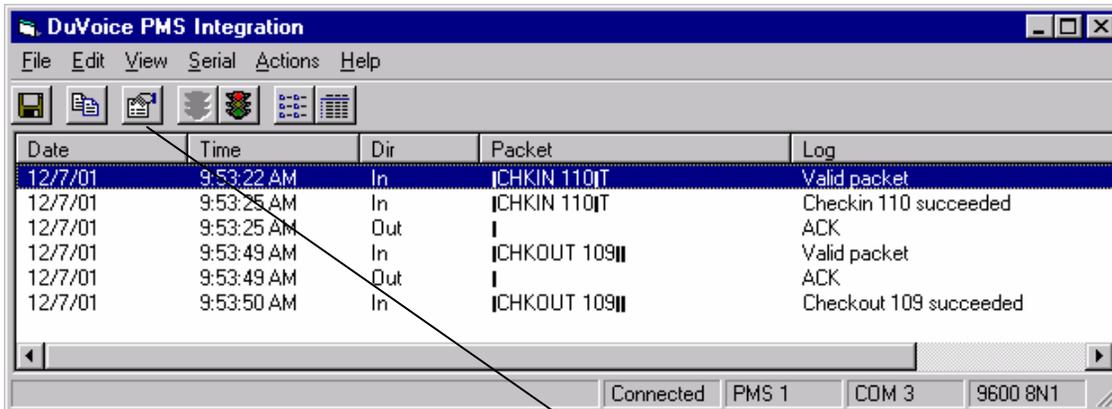
2. Click on the Options button to access Options Screen.
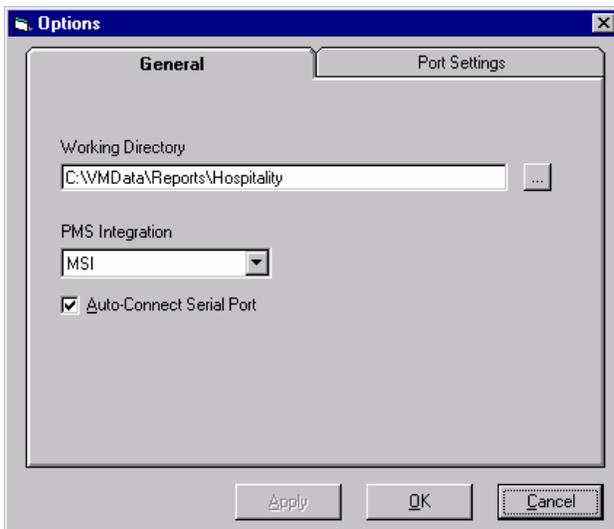
3. From the drop down menu, select the PMS system you wish to integrate with.

4. In the Port Settings field set the appropriate
   - Baud Rate
   - Data Rate
   - Data Bits
   - Parity
   - Stop Bits
   - Buffer Size
   - Handshaking
   - Refer to your PMS manufacturer for details on the appropriate settings for your PMS system.

3
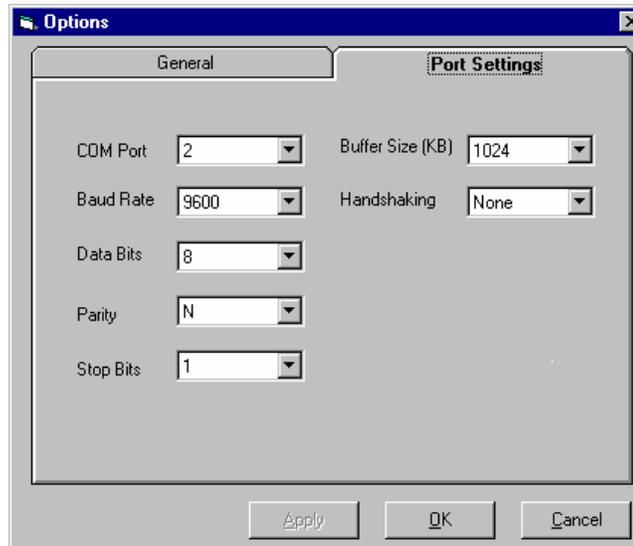
CTI Link

System Requirements

The following hardware and software components are required to support the DV2000 CTI link with the MERLIN MAGIX PBX:

- MERLIN MAGIX Integrated System, Release 1.0 or later.

- MERLIN MAGIX switch configured to Hybrid/PBX mode.

- An MLX port board installed in the switch (if it is an 008 MLX or 408 GS/LS-ID-MLX module with firmware version 29—or firmware version 42 with application version 24—then the board must be replaced with the appropriate version or updated via flash card update).

- The CTI Link uses one port on the MLX board; this port cannot be a potential operator port or console programming port. Valid ports are:

  o On the 008 MLX and 408 GS/LS-ID MLX boards: ports 2-4 and 6-8.

  o On the 016 MLX boards: ports 2-4, 6-8, 10-12 and 14-16.

- If the MLX port board for the CTI link is in slot 1 of the MERLIN MAGIX, you will need to use WinSPM to administer the CTI link.

- Wire installation must conform to the SYSTIMAX® Structured Connectivity Solutions (SCS) requirements:

  o If the DV2000 is connected remotely to the switch, use a discrete, 4-pair, CAT3 or higher level wire for the ISDN link from the switch to the DV2000. The connecting block must be installed within 7 feet of the DV2000. Use the provided (black) cable to connect the ISDN card in the DV2000 to the connecting block.

  o If the DV2000 is located near the switch, use the provided (black) cable to connect directly from the CTI port on the switch to the ISDN card in the DV2000.

- If the DV2000 is to be connected to a network, a static IP address must be assigned to the system's network card. You will need to provide this IP address to the Tserver software running on the DV2000, as discussed in the DV2000 Installation section, below.

Switch Configuration

Assuming the MERLIN MAGIX PBX meets the minimum requirements outlined in the previous section, use the following procedures to configure the CTI link for use with the DV2000:

1. Configure the MERLIN MAGIX into the **Hybrid/PBX** mode if you have not already done so.

2. Select an eligible MLX port to use as the CTI link port. In addition to the criteria listed in the previous section, you must make sure that no other device is plugged into the port while it is being administered.

3. **Access System Maintenance and "busy out" the slot that contains the MLX board with the port to be used for the CTI link**. The CTI link cannot be set up unless the slot is "busied out."

   > **Note:** If CTI link port is on the MLX board in slot 1, you will need to use WinSPM to administer the CTI link.

4. Access **System Programming**. Select **Auxiliary Equipment**, then select the **CTI Link** option. This option will allow you to add or delete CTI link ports. Enter the extension of the port you selected for the CTI link and then choose Enter.

   1. If any of the restrictions have not be met, the system will not allow you to proceed further.

   2. If the link is successfully added, go back to the CTI Link screen and choose the **INSPECT** option. The system will display a list of all CTI Link ports; if the list is correct, continue to the next step.

5. **Access System Maintenance again and put the slot back into service**. Check its status to make sure it is active.

The CTI Link port should now be active.

DV2000 Installation

After you have successfully configured the MERLIN MAGIX Integrated System to set up the CTI link port, and have installed any necessary wiring to facilitate connecting the DV2000 to the MERLIN MAGIX (for both voice mail ports and the CTI link port), review the following steps to ensure the CTI link is up and active on the DV2000 side.

Connecting to an Existing Network

The DV2000 CTI software requires that a *static IP address* be assigned to the network interface card (NIC) installed in the DV2000 system. This IP address comes preset by the manufacturer prior to shipping. If you change this address in order to connect and integrate the DV2000 with your in-house network, you must notify the Tserver software on the DV2000 of the new address using the following procedure:

1. Select **Start->Programs->TSAPI Telephony Services->TSAPI Telephony Services Controller**.

2. From the main screen, click on **Advanced**.

3. From the Advanced screen, click on **Change IP Address**.
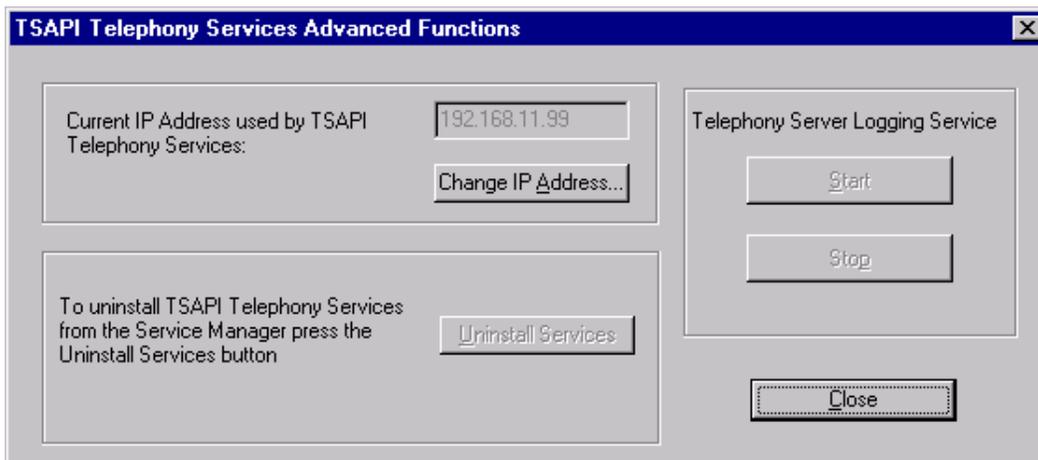
Connecting to an Existing Network (continued)

4. From the drop-down box, select the new IP address, then Click on OK. Click on OK again to return to the main screen, then exit the program.

Select a New IP Address

Select a new IP address

192.168.11.98

OK   Cancel

5. You may also need to change the IP address in the TSLIB.INI file. To do this, select **Start->Programs->TS Win32 Client->Edit TSLIB.INI**.

6. The TSLIB.INI file will open in Notepad. Under the [Telephony Servers] section, find a line similar to the one shown in the figure below. If the IP address shown does not match your new IP address, change it and then save the file. **DO NOT CHANGE THE PART AFTER THE EQUAL SIGN**. Exit Notepad.

Tslib.ini - Notepad

File Edit Search Help

```
[Telephony Servers]
192.168.11.99=450
```
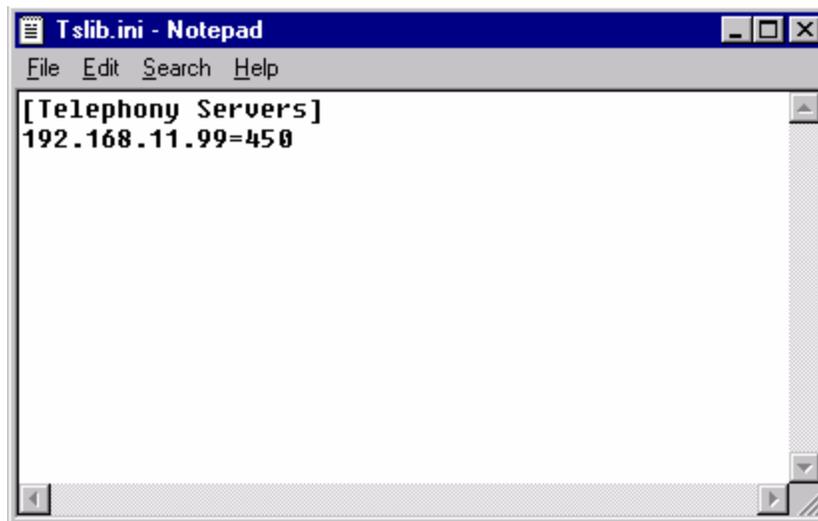
You have now successfully changed the IP address. You may need to shutdown and restart the system (if you did not already do so when you changed the IP address of the NIC).

12/7/20014:01 PM

Verifying the Link Status

After you have connected the ISDN card to the CTI link port on the MERLIN MAGIX using the included black cable, you will want to confirm that the link is up and active. Use the following procedure to do this:

1. Select **Start->Programs->MERLIN MAGIX Win32 Client->MERLIN MAGIX Driver Administration**.

2. In the Known MMPD Tlinks dialog box, select the Tlink to administrate from the list box (it may already be selected) and click OK.

Known MMPD Tlinks

Select an MMPD Tlink

AVAYA#ML_OAM#OAM#MMTEST

OK

Cancel
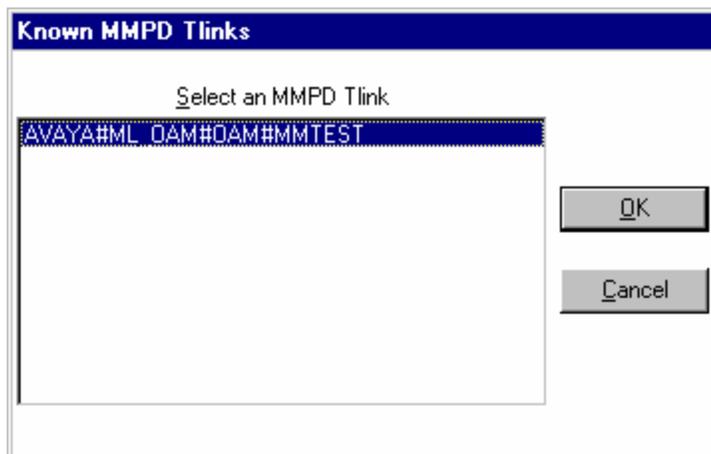
3. In the Login dialog box, enter "Administrator" as the user and leave the password blank. Press OK to continue.

Login to AVAYA#ML_OAM#OAM#MMTEST

Login: Administrator

Password:

OK   Cancel
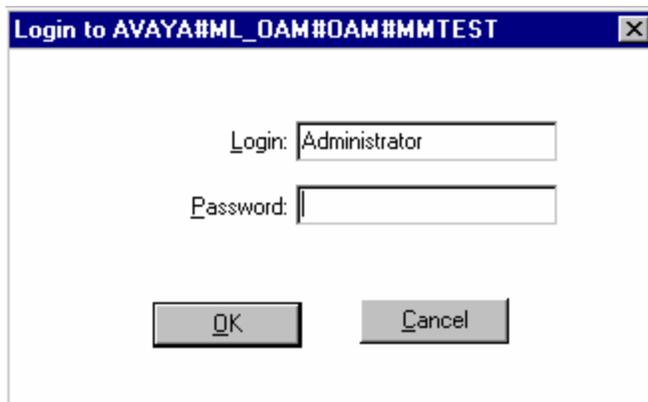
4. From the main menu, select **Maint|Tlink Status**.
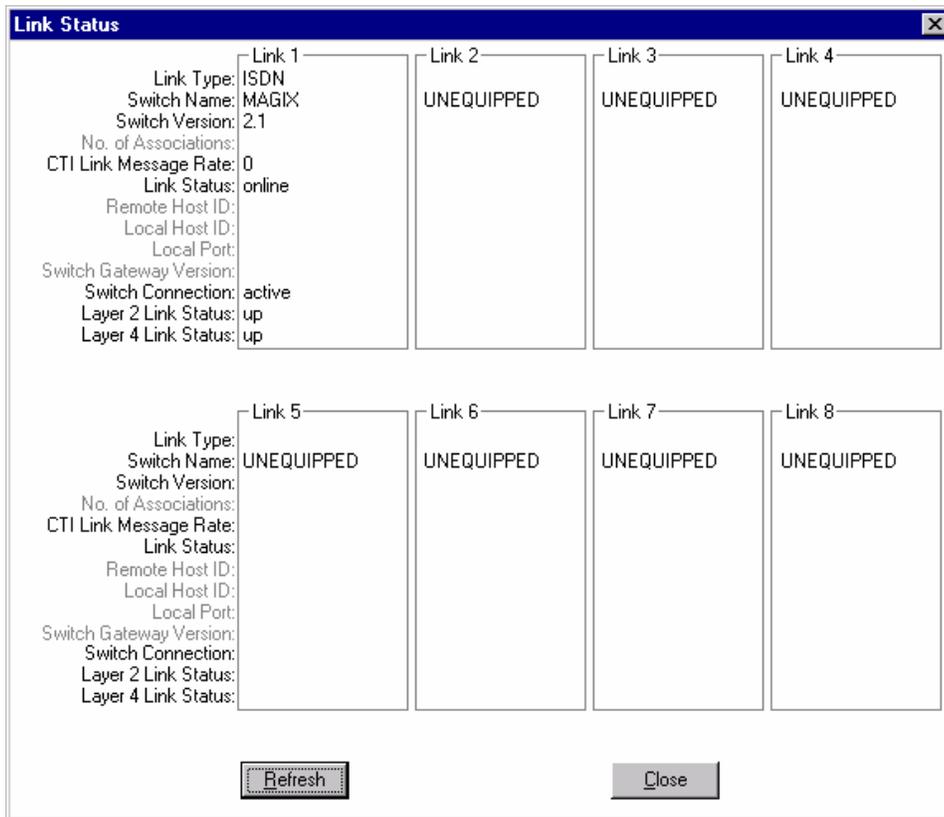
5. In the first box (link 1), verify that the:

    - Switch Connection is **active**

    - Layer 2 Link Status is **up**

    - Layer 4 Link Status is **up**

6. Select **Maint|Test** to test the link. If it fails, check the wiring and verify the CTI Link administration on the switch.
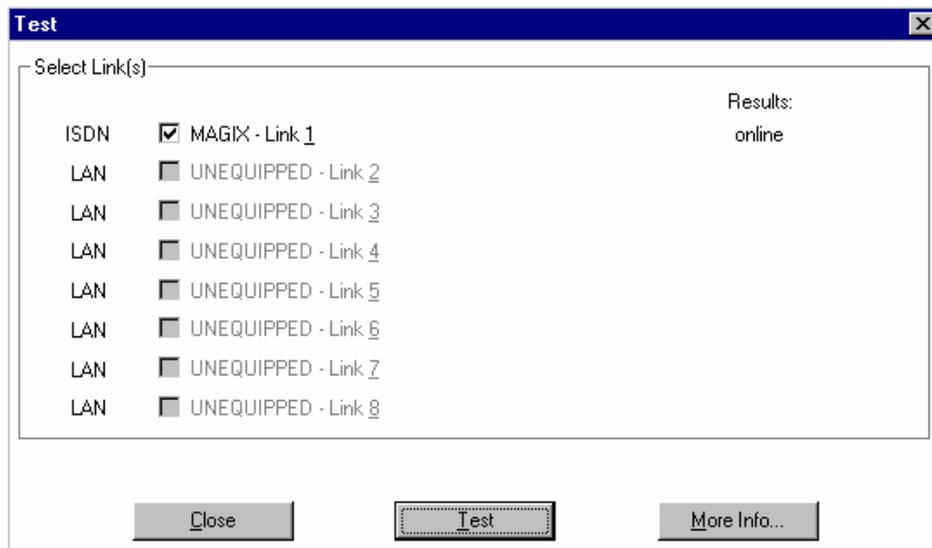
Updating the Security Database

Once the CTI link is up, the final step is to update the Tserver's security database (SDB). The SDB has already been configured prior to shipping. All you need to do is to add all room extensions to the SDB *after* adding them to the DV2000 system first.

Adding Room Mailboxes to the DV2000

1. Run Mailbox Administration (**Start->Mailbox Administration**) using password **duvoice** in the Enter Password dialog box.

2. To create new room mailboxes, use the Right-Click method as described in the DV2000 System Reference Guide. **Do *not* use the Mailbox|Create method from the main menu**.

   - To add normal guest mailboxes, copy from System Template mailbox 993.

   - To add extended stay guest mailboxes, copy from System Template mailbox 994.

Adding Room Extensions to the SDB

1. Select **Start->Programs->Misc->BuildSDB**.

2. When the main program window appears, select **File|New**.
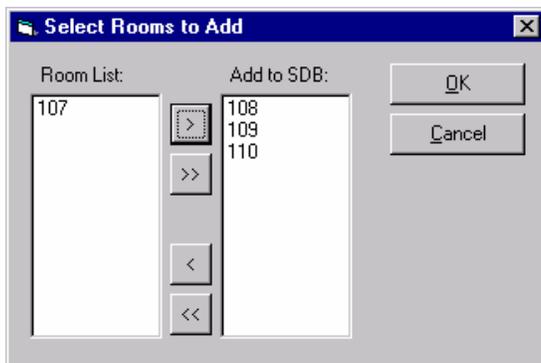
3. In the Select Rooms to Add dialog, highlight all room mailboxes in the Room List listbox and click the **>** button to move them to the Add to SDB listbox. To select all mailboxes at once, click the **>>** button. When finished, click OK. The program will generate a text file in the main window.
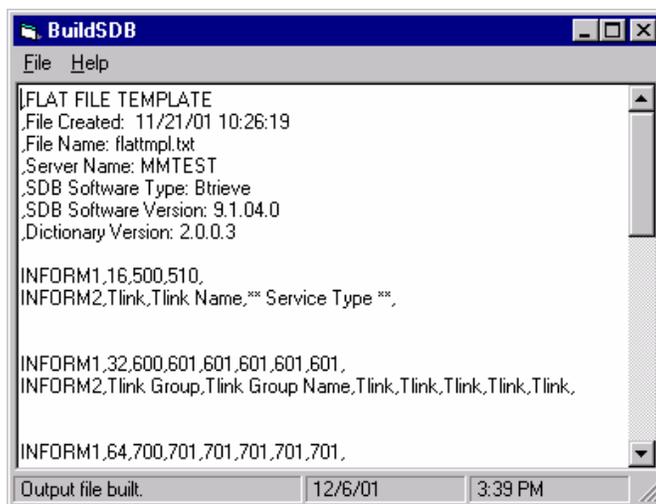
4. Select **File|Save** to save the text file. The program will display a message in the status bar when finished. Select **File|Exit** to close the program.

5. Select **Start->Programs->TS Win32 Client->Telephony Services Admin**.

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6. In the Open Tserver dialog, click OK to connect to the selected Tserver (there should only be one option).
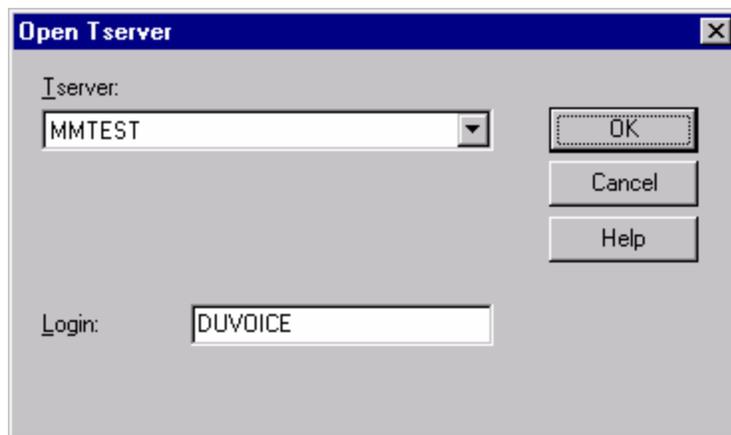
7. Select **Admin|Bulk Admin|Update SDB…** to open the Update SDB dialog.

8. Click on the **Advanced** tab.
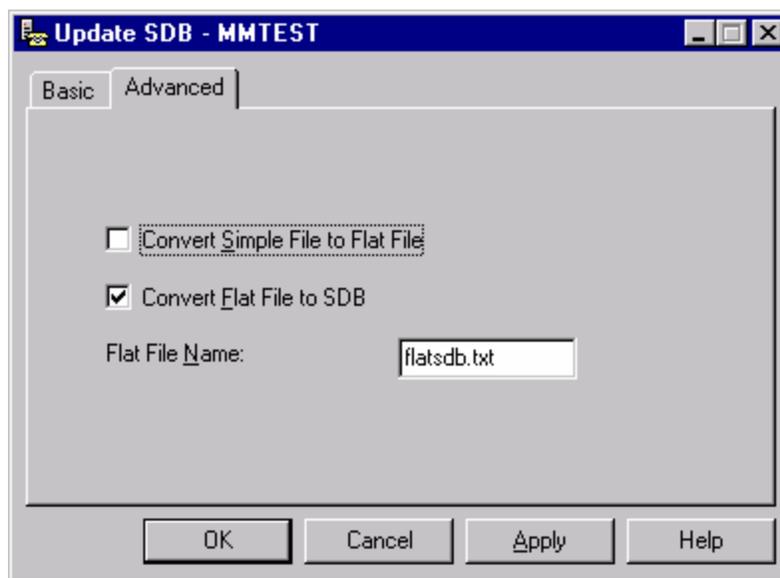
9. **Uncheck** the *Convert Simple File to Flat File* option.

10. Click OK.

11. In the left pane of the main window, click on Devices. If the update worked, the right pane should now display a device entry for each room extension you selected in the BuildSDB program (step 3).
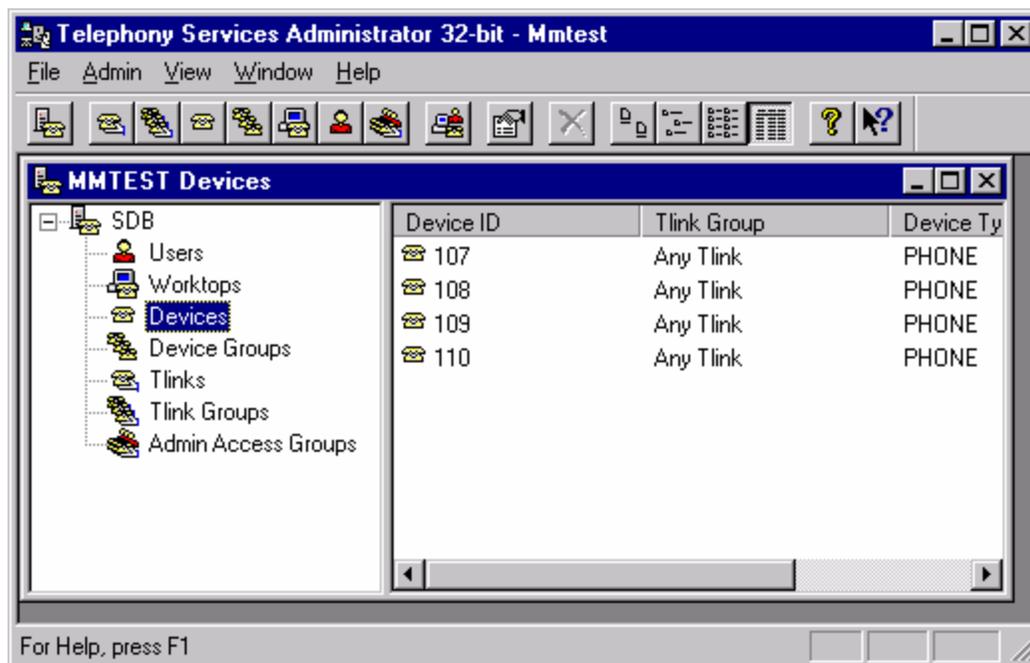
12. Select **File|Exit** to close the program.

You should now be ready to test the PMS Integration. If the program is not already running, select **Start->Programs->Dv2000->PMS Integration** to launch it. You may also select **Start->Programs->Dv2000->Room Status Monitor** to launch the Room Status Monitor program, which will allow you to track the current status of all rooms in the system.

Hospitality Reporting

Two key reports for the Hospitality application are the Wake-up Call Report and the Room Status Report. Both of these reports are available at **Programs->DV2000Hospitality->Report Utility**.

Wakeup Report Utility

DuVoice Room Status Monitor