

PABXSoft Hotel Installation

A Premium license is required to run Hotel

1. Install PABXSoft Version 8 Reports and Call Collector as normal
Version 8 CD or download from <http://www.pabxsoft.com/eng/fulldownload.htm>
2. Unzip Latest Upgrades to PABXSoft <http://www.pabxsoft.com/eng/latestv8.htm>
3. Copy the customer license to the PABXSoft folder in C:\Program Files
4. Whilst in the PABXSoft folder, open the Reports folder and locate the file PABXHOTEL.exe
Right click it and 'Send toDesktop'
5. Start PABXSoft Reports from Start>Programs>PABXSoft
6. Complete the questions asked by PABXSoft (Extn range, telephone number)
7. Go to Maintenance>Extensions & Departments>Department Names and create a new Department called 'Guests' and another called 'Admin'

Go into Department Members and add all the telephone extension numbers that are Guest Rooms to the 'Guest' Department and the Hotel Admin Extensions to the 'Admin' Department.
8. Go to Maintenance>Modify Call Costs>Local and Long Distance and change the call rates

NOTE:

A quick way of changing call rates is to click on Import and then Hotel. This will import typical rates used in Australian hotels (70 cents flat rate for Local, 70c Connection + 70c per minute Long Distance/Mobiles).

Doing it manually is described below:

Typically the following rates are used by Australian Hotel/Motels

Local 70 cents inc GST untimed

All other calls (Long Distance, Mobile) 70 cent inc GST connection + 70 cents inc GST per minute

To enter these rates as an example first double click one of the two Local cost bands (PSTN or ISDN, it does not matter)

On the General Tab make sure 'Are Calls timed Box' and 'Use Peak Off Peak' boxes are both NOT ticked but the other boxes are ticked.

Then in Table 1 enter 70 (Note not 0.70) in the Connection box and zero in any other boxes that are available.

Click the Table 2 tab and enter the same information (eg 70 in Connection)

Click SAVE and you will be asked if you want to apply it to other Local Cost bands, say 'Yes'

Then double click 'N' National cost band

Click the General Tab and make sure ALL the boxes are ticked except 'Use Peak/Off Peak'

Then click Table 1 and enter 70 in Connection, and then in the 'For The First box enter a 1 and in the rate box opposite it enter 1.166666. In the 'For the Remaining' enter a 1 and in the rate box opposite enter 1.166666

(Why....? $1.166666 \times 60 \text{ seconds} = 70$, so we are billing the call at 1.166666 per second making 70 cents per minute + the 70 connection charge)

Then enter ZERO in all other available boxes (you may have data for Call Caps etc, get rid of it)

Repeat this for Table 2

Now click SAVE and you will be asked if you want these rates to apply to all Long Distance calls, say YES

Now double click M Mobile and do exactly as you did with the previous N (National) cost band

After saving that, click 'Add' and Enter WWW in the Cost band and 'Internet' as the name
Enter a suitable rate for dial up Internet calls (most Hotels charge something like 70 cents for the first 10 minutes and then 70 cents per 10 minutes after that).

To do this click the General Tab and tick all the boxes except 'Use Peak/Off Peak'

Then click Table 1 and enter 70 in the Connection box and 600 in the 'For the First' box. Put a rate of 70 opposite it. Then enter 600 in the 'For the remaining' box and again 70 for the rate. (Why...? 600 seconds is 10 minutes at a rate of 70 cents)

Repeat for Table 2

Save and Exit.

Open Setup>Modify Area Codes> and double click the 0198 code. In the boxes on the left use the Band drop down box to select Internet WWW then SAVE and exit.

(Why...? Dial up internet calls almost always use 0198 as the prefix, so we are applying the cost band WWW you created earlier to any 0198 calls).

You should also apply the WWW cost band to the 019 code too just in case some ISPs use 0196 or 0197 not 0198.

Now we need to change the International Rates...

Most Hotels charge a standard rate of 70 cents connection plus \$1 per minute for ALL countries.

To do this go to Maintenance>Modify Call Costs>Call Cost International

Click the **GLOBAL CHANGE** button and then **RATE CHANGE**

Enter a 1 in both boxes and then click Update and then Yes to the Warning message and OK and then Cancel.

In the GLOBAL CHANGE window enter 0.70 in the connection charge and then UPDATE
Say Yes to the Warning and then OK and then Cancel.

Now double click any Country in the list and make sure the Table 1 rates are correct (e.g. 0.70 connection and \$1 per minute for Peak and Off Peak)

9. Check that the date and time on the computer running PABXSoft and the telephone system date and time are synchronised as close as possible. It's important that they run close otherwise some calls may not be reported on when a guest checks out.
10. Go to the Desktop and double click the shortcut you created in Step 4. This will launch the 'Hotel' screen. Select 'Guests' from the drop down box at the top of the screen. Click on one of the Guest extensions that you are going to be making a test call from and then click on the Check In/Out button. Enter a name if you like.
11. Close PABXSoft Reports and Hotel and start up the Call Collector
Make a call or two from the Guest telephone and ensure you see it in the Call Collector window.
12. Open Hotel from the desktop and the call should appear. Click on the extension again and check them out and the report should be printed showing the correct cost.

Once Hotel has been setup like this, it's really very simple. The Hotel staff simply bring up the Hotel screen from the Desktop (or leave it running minimised all the time) and check in or out people. They can see at a glance whether a guest has made any calls so if they are really busy and the guest has no calls they can simply skip checking them out until it's a little quieter.

We strongly recommend that Hotel staff are warned about the importance of the Call Collector. If it is turned off then no calls are recorded and revenue is lost.

We also recommend that after setting up all of the above a back-up of the pabxcalls database (C:\Program Files\PABXSoft\Call collector\Data\pabxcalls.mdb) is taken and saved to the same folder but named as Backup Database from original setup or something meaningful. The reason is so that if their database ever corrupts they have an already configured back up. Advise the Hotel staff to periodically take backups of their database and save the somewhere safe (e.g. another PC or hard disk).

Good luck and if you run into trouble with any of these steps please call me on 0411883175

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