Configuring Hotel Management in FortiVoice

This recipe shows how to configure hotel management settings, such as establishing wake-up calls and configuring hotel room status.

After configuring FortiVoice, you will need to configure your own property management software (PMS) and ensure it is properly connected to FortiVoice. FortiVoice, in this manner, acts as a supplement. Consult your property management software's manual for more details.



A Hotel management license is required for this configuration.

Configuring PMS settings

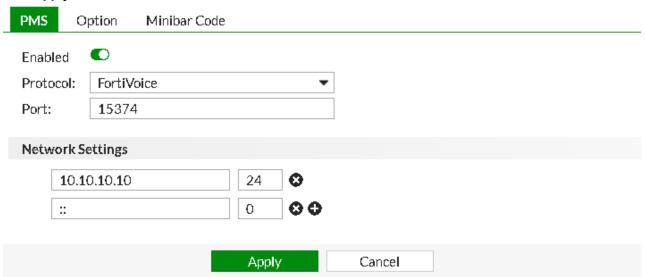
Configure settings for connecting to the PMS on the FortiVoice.

- 1. Go to Hotel Management > Settings > PMS and click Enabled.
- 2. Set Protocol to FortiVoice, and enter the port number used to connect to the PMS (by default, 15374).



The connection between FortiVoice and the PMS requires the use of an adapter. The Precedia iPocket 232 is recommended.

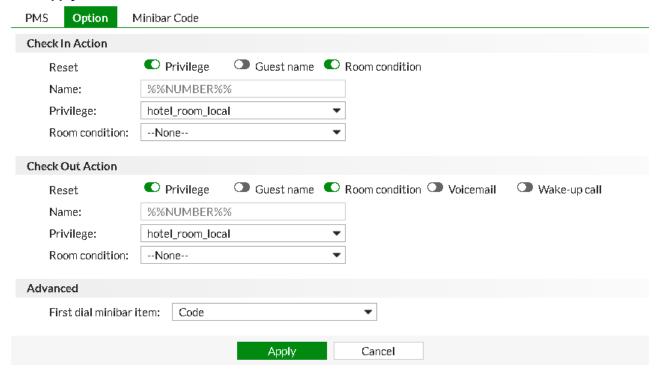
- Under Network Settings, enter the IP address and netmask of the PMS.
 You can enter multiple trusted hosts if you have multiple property management systems.
- 4. Click Apply.



Establishing hotel management options

Check in and check out actions can be configured.

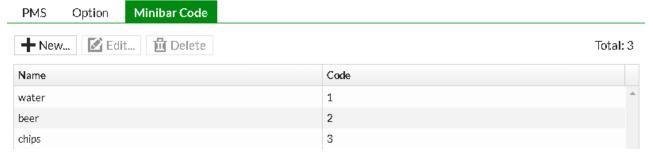
- 1. Go to Hotel Management > Settings > Option.
- 2. Under Check In Action, select the appropriate guest information to make a room check-in ready:
 - Privilege: Enable phone call restrictions and user privileges for the room extension.
 - **Guest name**: Display either the room number or guest name on the extension in the room. This is configured in the **Name** field as %%NUMBER%% to display the room number or %%NAME%% to display the guest name.
 - Room condition: Clear any condition set for the room.
- **3.** Under **Check Out Action**, select the appropriate guest information to make a room check-out ready. In addition to the options available for check-in, check-out options also include the following:
 - Voicemail: Clear all voicemails for the room extension.
 - Wake-up call: Clear all wake-up call setups for the room extension.
- 4. Under Advanced, set First dial minibar item to either Code or Number, to identify the first number guests select when placing an order from the front desk. For example, if Code is selected, and the guest wants two waters (code 1), the guest would enter 1*2. If Number is selected, and the guest wants the same order, they would instead enter 2*1.
- 5. Click Apply.



Defining the minibar codes

In the previous step, an example was given of the guest entering a number code of 1 for water. The **Minibar Code** tab is where codes are associated with minibar items. Codes assigned to minibar items must be configured to allow guests to place minibar orders using the key pad.

- 1. Go to Hotel Management > Settings > Minibar Code and click New.
- 2. To create the water code used in the previous step, set Name to water and Code to 1, and click OK.
- 3. Create other minibar codes for other minibar items as necessary.

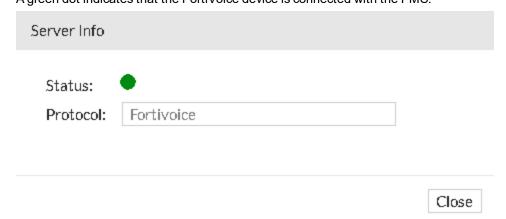


In this example, water, beer, and chips have been assigned codes 1, 2, and 3 respectively. If the guest wants two waters, two beers, and one order of chips, and assuming **First dial minibar item** under **Hotel Management** > **Settings** > **Option** is set to **Code**, the guest would enter **1*2*2*2*3*1**.

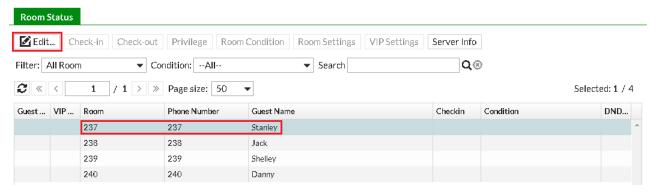
Configuring room status

Once the PMS and FortiVoice device are properly connected, hotel room statuses can be configured.

Go to Hotel Management > Room Status > Room Status and click Server Info.
 A green dot indicates that the FortiVoice device is connected with the PMS.



2. Select the Room you wish to edit and click Edit.



- 3. Enable Guest phone to make the room a guest room. Guest Settings will appear.
- **4.** If the guest is checked-out, set the appropriate **Room condition** from the drop-down menu. If the guest is checked-in, enable **Checked-in**, set the appropriate **Room condition**, **Guest name**, and **Privilege** option.
- **5.** Additionally, enable **VIP setting** if the guest should receive special treatment, and enable **DND** if the guest does not want to be disturbed.

