

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.

3. 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**.

PMS	Option	Minibar Code
Enabled	<input checked="" type="checkbox"/>	
Protocol:	<div>FortiVoice</div>	
Port:	<div>15374</div>	
Network Settings		
<div>10.10.10.10</div>	<div>24</div>	<div>✕</div>
<div>::</div>	<div>0</div>	<div>✕ +</div>
<div>Apply</div> <div>Cancel</div>		

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**.

PMS **Option** Minibar Code

Check In Action

Reset ☒ Privilege ☐ Guest name ☒ Room condition

Name:

Privilege:

Room condition:

Check Out Action

Reset ☒ Privilege ☐ Guest name ☒ Room condition ☐ Voicemail ☐ Wake-up call

Name:

Privilege:

Room condition:

Advanced



First dial minibar item:

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.

PMS Option **Minibar Code**

+ New...  **Edit...**  **Delete** Total: 3

Name	Code
water	1
beer	2
chips	3


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.

1. 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.

Server Info

Status: 

Protocol:

Close

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

Room Status

Edit...

Check-in

Check-out

Privilege

Room Condition

Room Settings

VIP Settings

Server Info

Filter: All Room Condition: --All-- Search

1 / 1 Page size: 50 Selected: 1 / 4

Guest ...	VIP ...	Room	Phone Number	Guest Name	Checkin	Condition	DND...
		237	237	Stanley			
		238	238	Jack			
		239	239	Shelley			
		240	240	Danny			

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.

Room Settings

Guest phone ☒Number: 237Room: Location:

Guest Settings

Checked-in ☒VIP setting ☒Room condition: + Guest name: Privilege: DND ☒

OK

Cancel