



ROOM MANAGER

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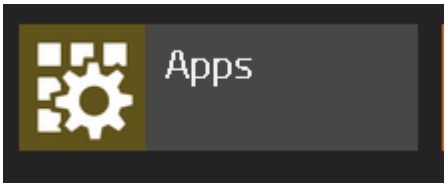
Introduction

Room manager is an application that allows you to manage the check-in and check-out of hotel clients. It also allows you to manage the control of the cleaning status of the rooms. The main functions of the room manager are the following: room management, registration of clients in the room, check-in and check-out, filter of available rooms, filter of clean rooms. The room cleaning control can be managed from the app and also allows you to change the status by using a combination of keys on the room telephone. With an intuitive interface, it allows the hotel reception to have complete control of the status of the rooms.

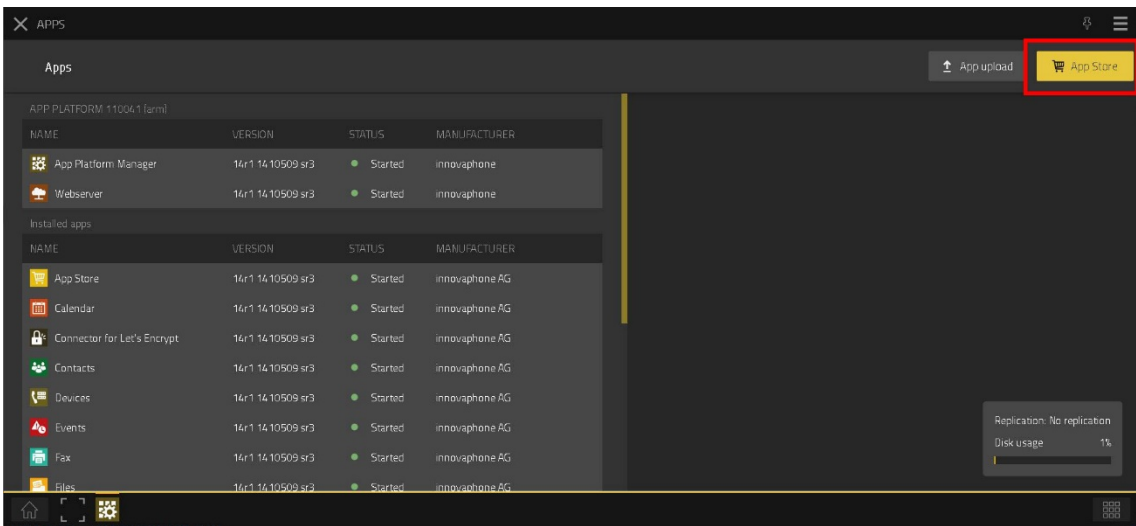
Installation from the Innovaphone App Store

To do this, you must do the following:

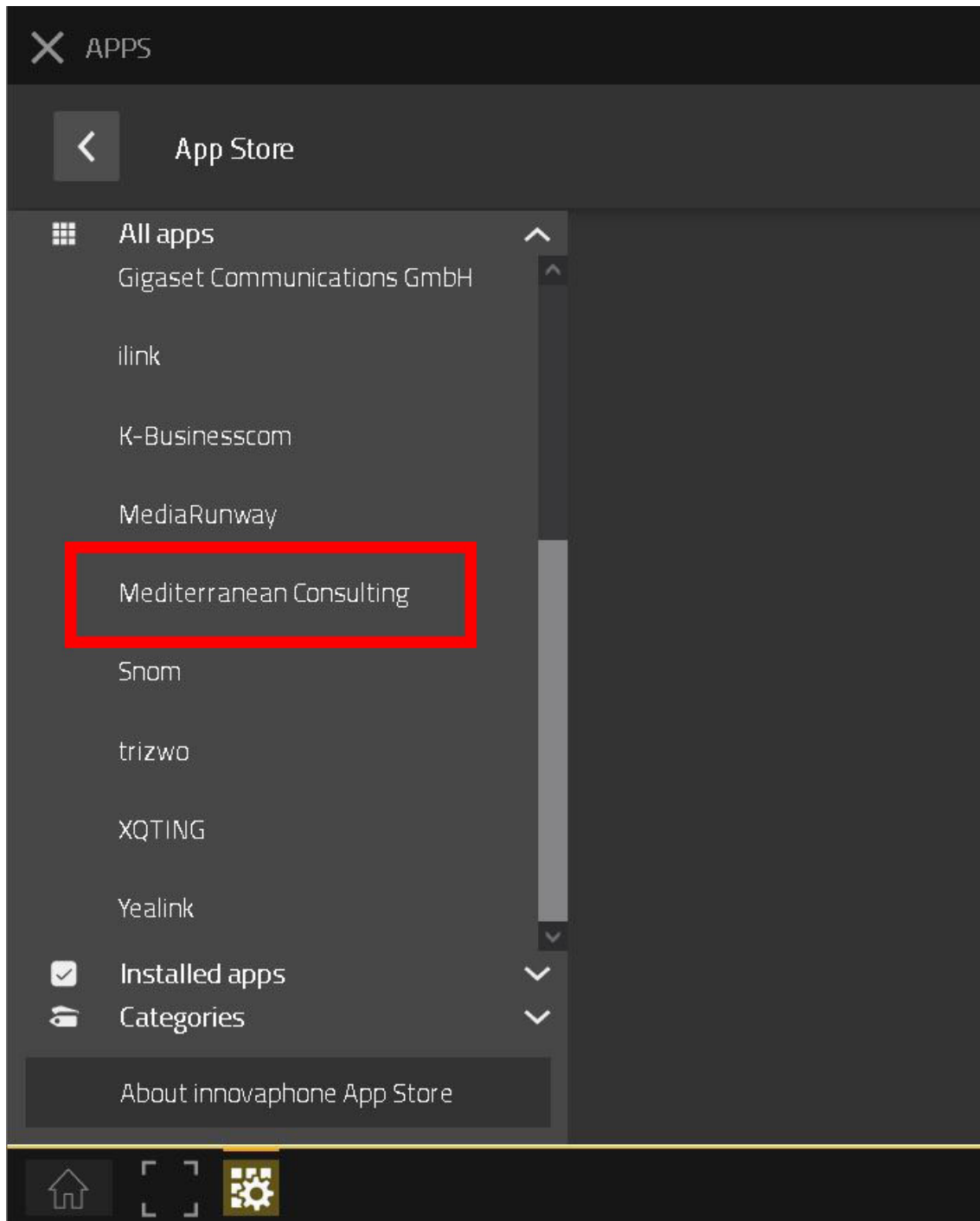
Go to **Apps**.



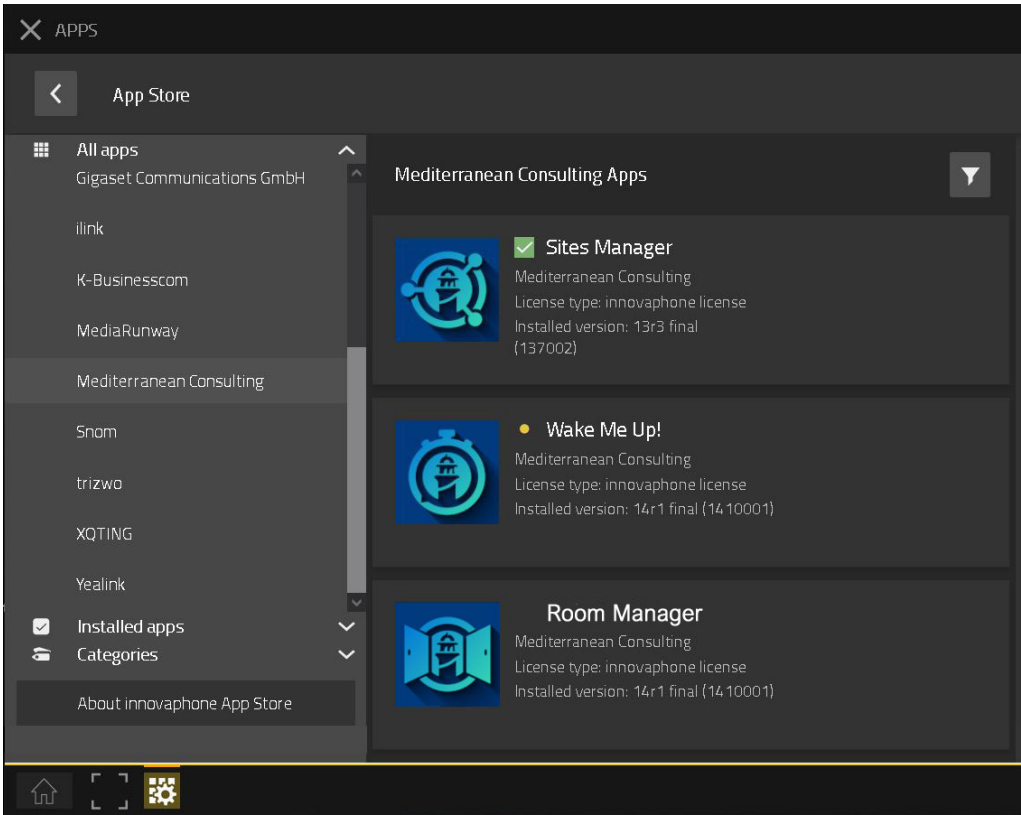
Go to **App Store**.



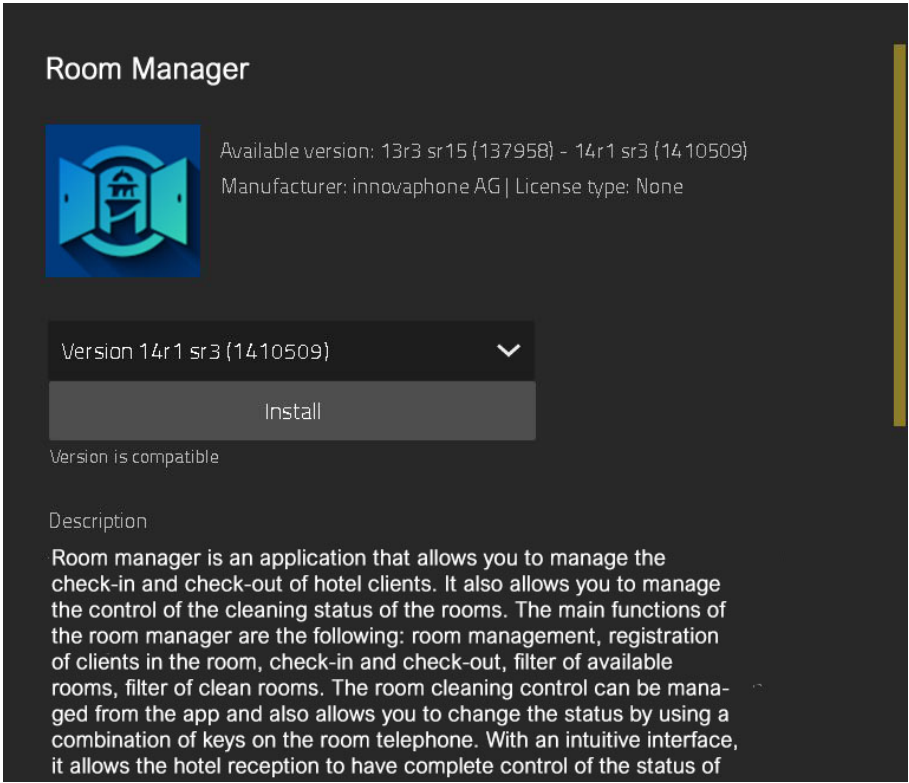
Select the app manufacturer.



Select the app manufacturer.

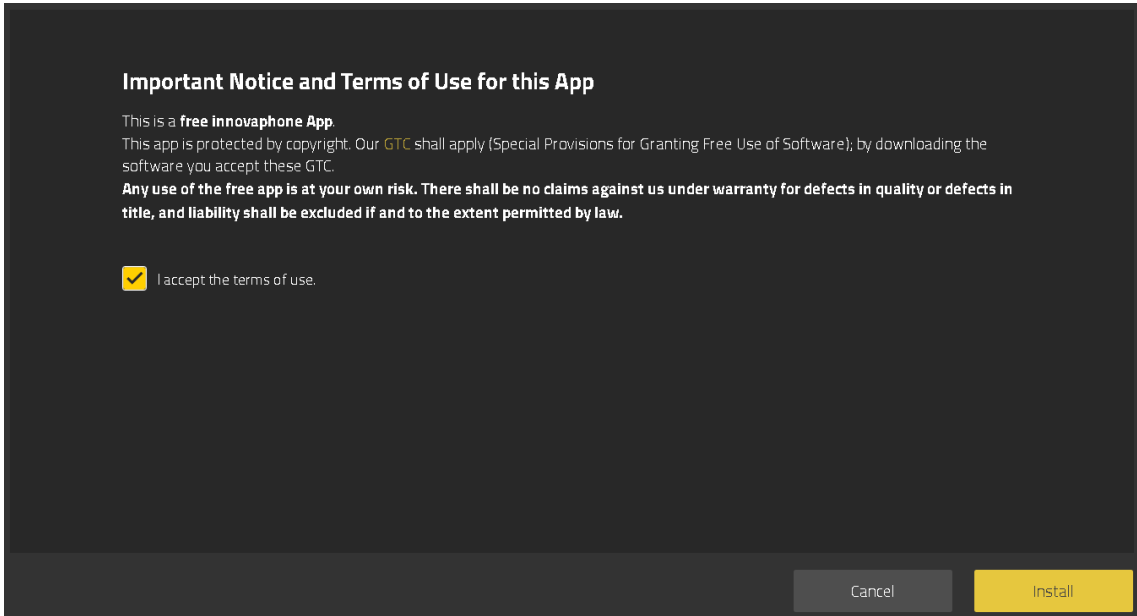


Select the App and indicate the version you wish to install.



Click on the Install button.

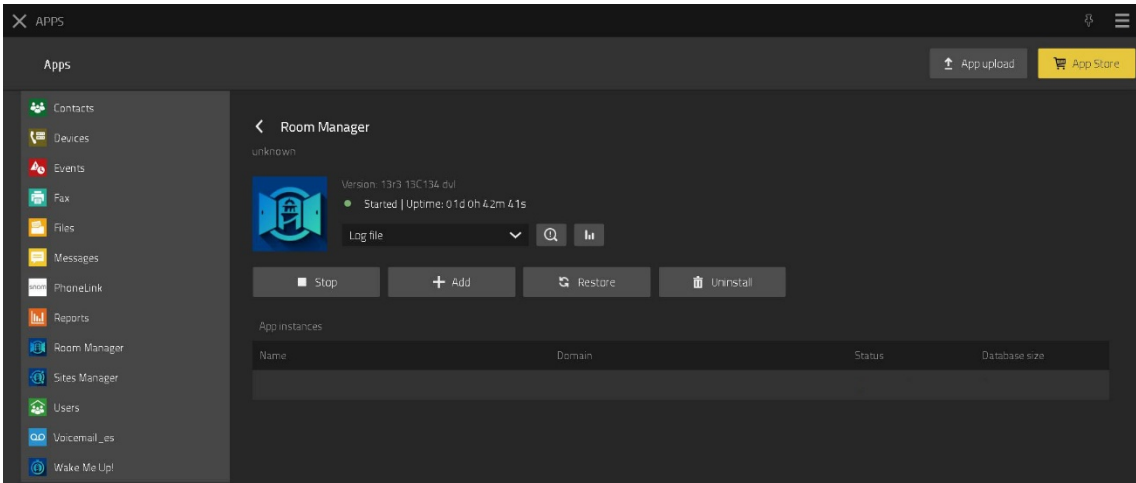
The terms are accepted.



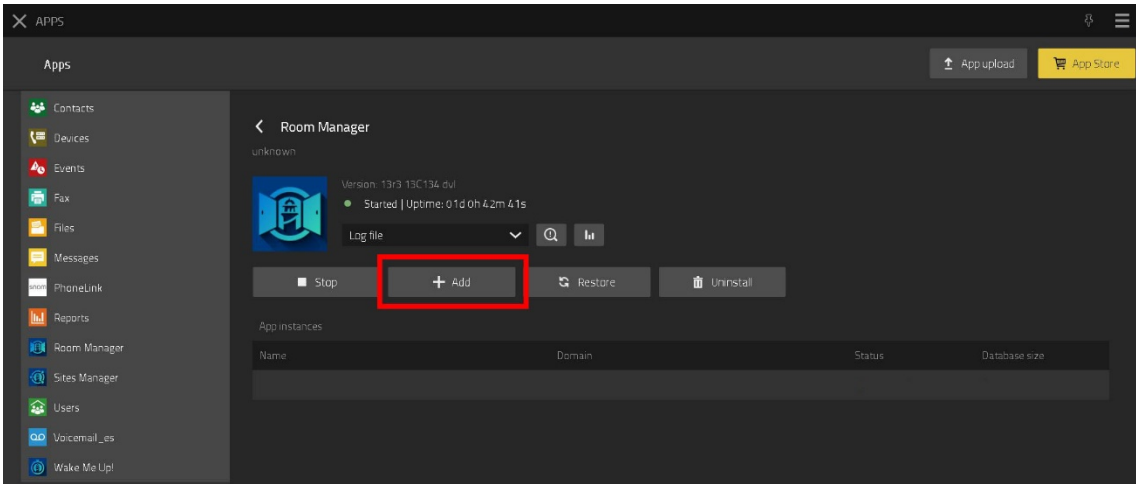
And the app is installed.

Instance configuration

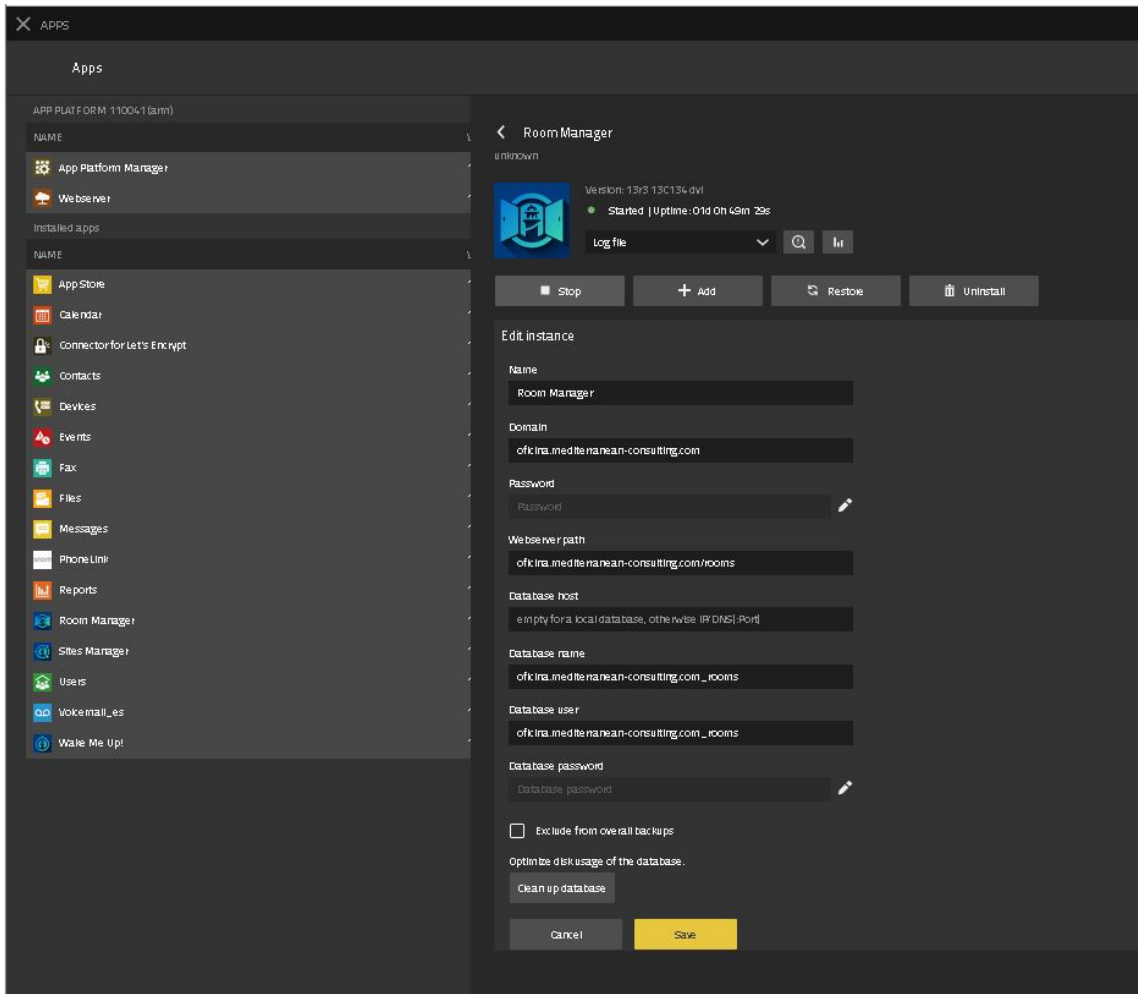
Once the App has been installed, it is observed that no instance exists.



An instance is created by using the **Add** button.

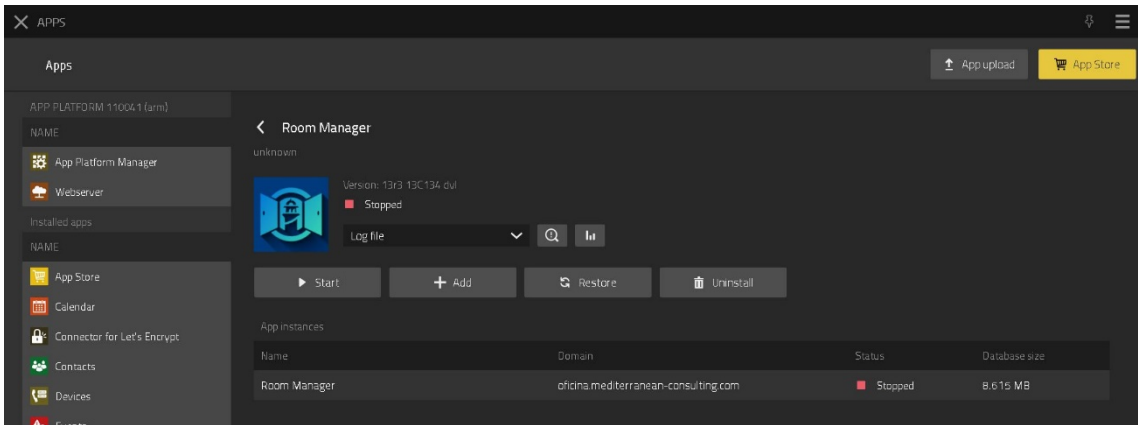


The fields are filled in to create the instance.

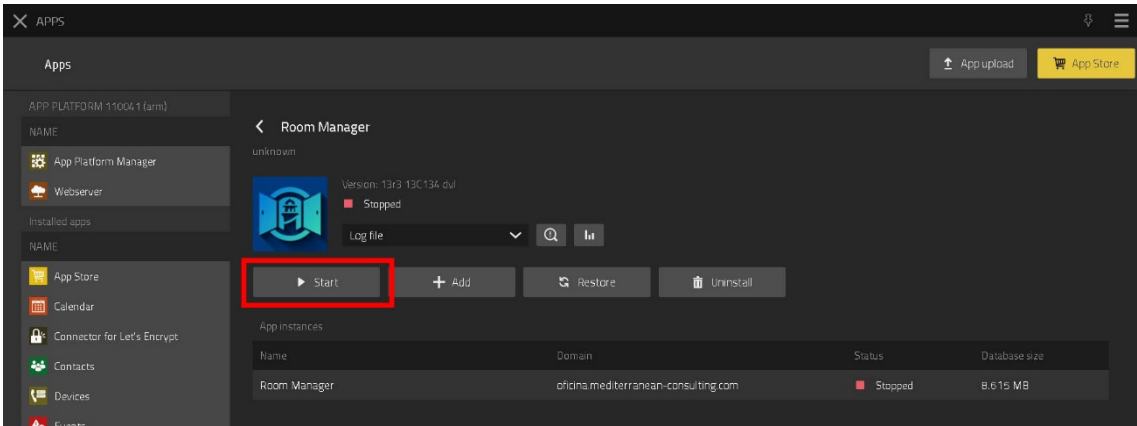


And click the **Save** button.

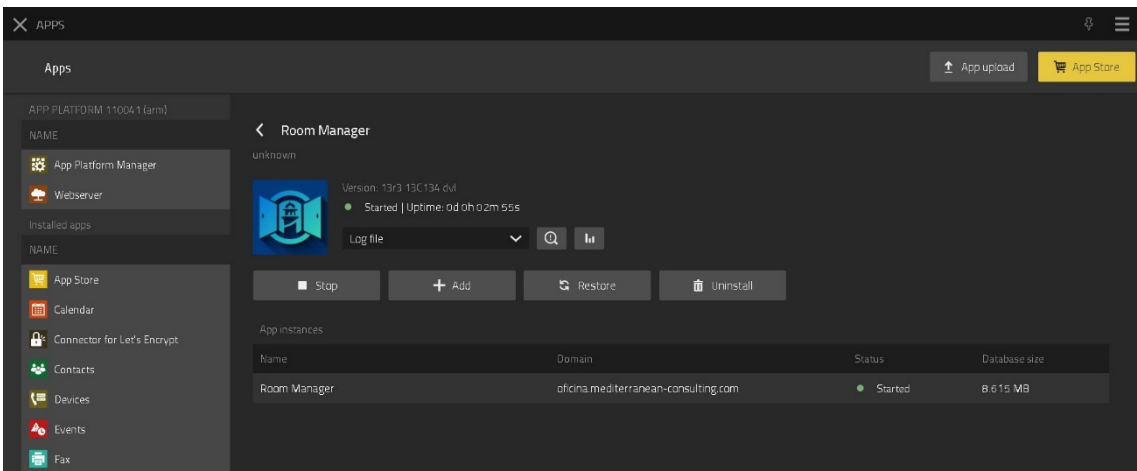
You can see that the instance has been created.



Now it is necessary to start the App using the **Start** button.

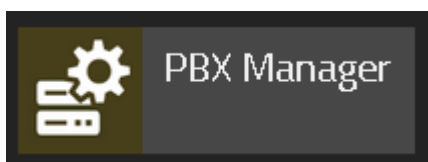


In the following image you can see that the App is working.

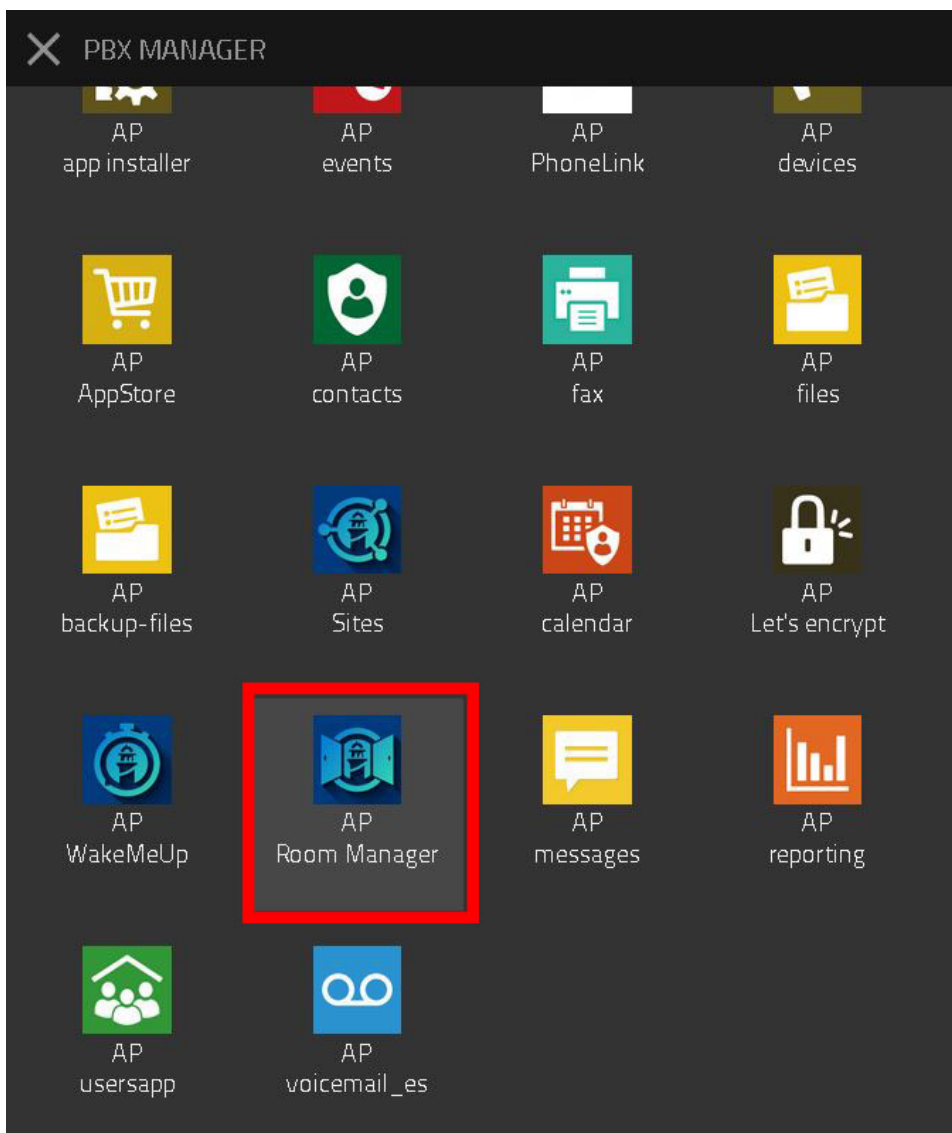


Configuration in PBX Manager

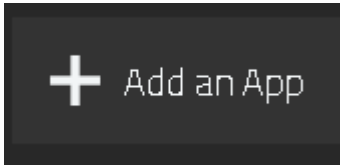
To create the **Room Manager** you must go to **PBX Manager**.



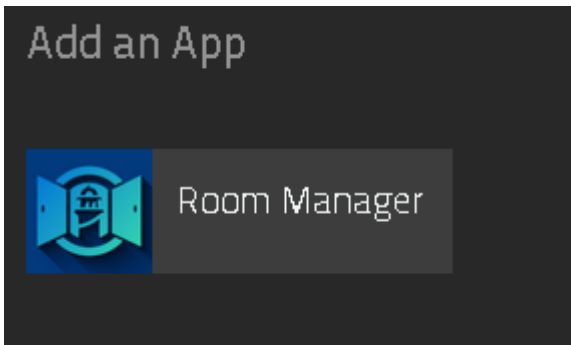
When opening **PBX Manager**, you notice that **AP Room Manager** appears.



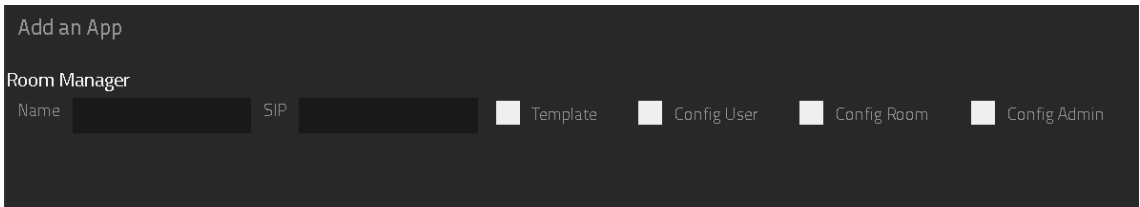
If the **Room Manager App** is selected, the **+ Add an App** button appears.



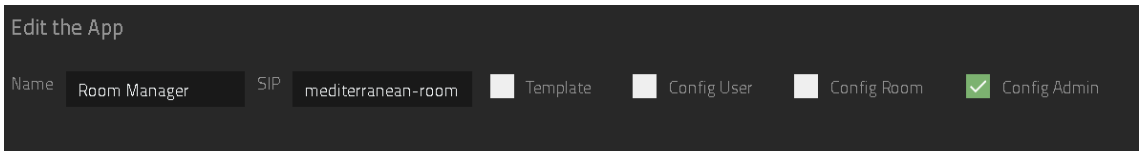
When you click on **Add an App**, the **Room Manager** button appears.



Click on the **Room Manager** button.



And the **Room Manager** is configured.



Waiting queue configuration

Next, the call queue is created and configured, which will be responsible for receiving calls from the extensions so that the cleaning status of the room is changed from Not Clean to Clean.

Edit a waiting queue

Waiting queue SIP Number

▼ Call forwarding

▼ Announcements

▼ Agents

▼ Settings

▼ DTMF two stage dialing

It is not necessary to place announcement.

Edit a waiting queue

Waiting queue SIP Number

^ Call forwarding
+

^ Announcements

Announcement 1

Announcement 2

^ Agents
+

▼ Settings

▼ DTMF two stage dialing



Edit a waiting queue

▼ Agents

▲ Settings

Response Timeout		Call forward no response is executed after this timeout
Max calls/agent(%)		Define how many calls per agent may be in the waiting queue until busy is signaled - in percent. For example if there are 2 agents and a number of 150 is configured, the waiting queue is busy when there are 3 calls in the queue
Time to announcement(s)		Timeout until the call is connected
Primary Group Timeout(s)		Timeout until the call is sent to the other operators
Round Robin Timeout(s)		Timeout to add the next operator in primary group
No response if no Operator	☐	The waiting queue does not respond if there is no operator, so a CFNR is executed
CFU disables Operator	☐	An operator with a call forward no response, does not receive calls
Presence disables operator	☐	An operator with a set presence does not receive calls
Hide operator	☒	Don't show connected operator as connected id

Edit a waiting queue

Waiting queue SIP Number

▼ Call forwarding

▼ Announcements

▼ Agents

▼ Settings

▲ DTMF two stage dialing





It is also possible to create the queue from expert mode.

General Queue Maps

Type:

Description: ☐ Hide from LDAP

Long Name: Display Name:

Name: Number: ☐ Critical

E-Mail:

Password: retype Password:

Node: Local: ☐

PBX: Reject ext. Calls: ☐

Send Number: External: ☐ Dial In: ☐ URL:

Trace: ☐

Max Calls: Response Timeout:

Hide Connected Endpoint: ☒

UC: ☐

Reporting: ☐

Voicemail: ☐

- Devices

Hardware Id	Name	App	PBX Pwd	No IP Filter	TLS only	No Mobility	Config VOIP	Reverse Proxy	Single Reg.	Media Relay	No SRTP
			☐	☐	☐	☐	☐	☐	☐	☐	☐

General Queue Maps

1st Announcement URL:

Extern Name/No:

2nd Announcement URL:

Extern Name/No:

Max Call/Operator(%):

Alert Timeout:

Round Robin Timeout: Speedup if more calls waiting: ☐ Call longest idle: ☐

Primary Group:

Primary Group Timeout:

CFNR on no Operators: ☐

Support for RTP-DTMF: ☐

Operator connect for SOAP: ☐

Call busy Operators: ☐

Announcement w/o Connect: ☐

CFU disables Operator: ☐

Excute Operator CFB/CFNR: ☐

No mobility for Operators: ☐

Presence disables Operator: ☐

Set Operator Presence: ☐ Clear after: s

Store Phone Config: ☐ - Discard Config on Phone: ☐

General
Queue
Maps

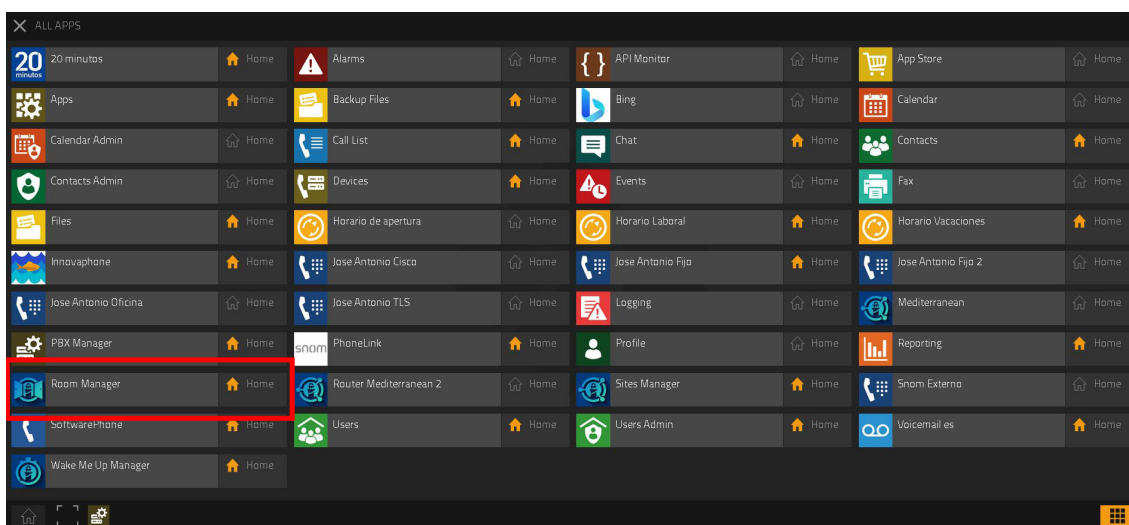
DTMF

Dest. No

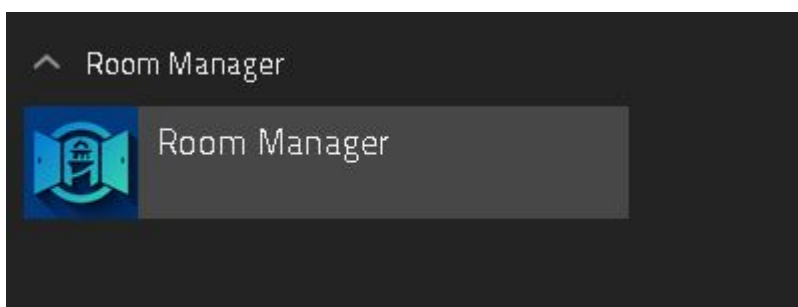
Dest. Name

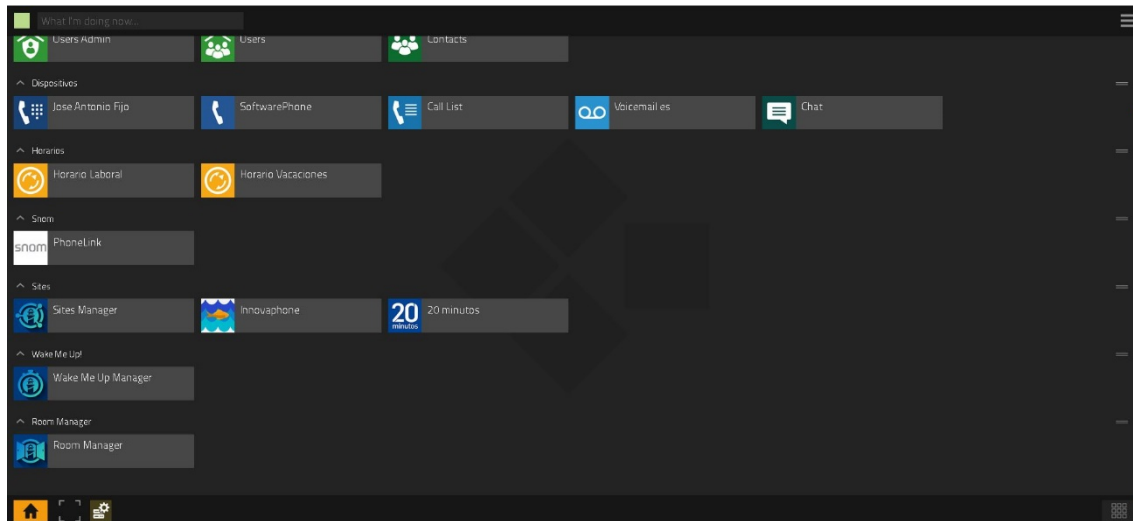
OK
Cancel
Apply
Delete
Help

You can then go to the **Myapps All Apps** screen and select the **Room Manager**.



To appear on the **Myapps Home** screen.





Room Manager operation

Room Manager will automatically upload all rooms that have been licensed.

In the upper right part of the screen you can see the following icon.



With this icon you manually refresh the **Room Manager** screen, since it does not refresh automatically.

Also at the top of the screen, you can see the following icon.



With this icon you access the basic configuration of **Room Manager**.

Clicking on this icon opens the following screen.

A screenshot of the 'ROOM MANAGER' configuration screen. The title bar at the top shows a close button (X) and the text 'ROOM MANAGER'. Below the title bar, there are three input fields: 'Waiting queue' with the value 'limpieza', 'Keep occupation history for (months)' with the value '24' and a dropdown arrow, and 'Change cleaning status at' with the value '03:00'. At the bottom, there are two buttons: 'cancel' and 'save'.

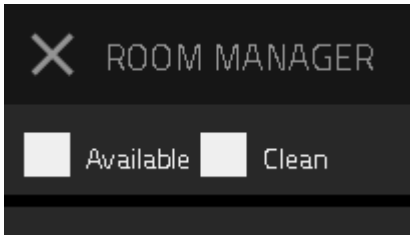
On this screen the 3 basic parameters of **Room Manager** are configured.

Indicates the waiting queue used to change the cleaning status from the room phone.

The time that the room occupancy history is kept is indicated in months.

And it is also indicated at the time at which occupied rooms go to the Not Cleaned state automatically. If this field is left empty, the cleaning status of the rooms is not changed automatically.

In the upper left part of the screen, two checks appear.



That allow you to filter by available room.

ROOM MANAGER				
☒ Available ☐ Clean				
Room	Extension	Clean	Available	
Room 701	701	No	Yes	
Room 702	702	No	Yes	
Room 801	801	Yes	Yes	
Room 802	802	Yes	Yes	
Room 803	803	Yes	Yes	

And for a clean room.

ROOM MANAGER				
☐ Available ☒ Clean				
Room	Extension	Clean	Available	
Room 703	703	Yes	No	
Room 801	801	Yes	Yes	
Room 802	802	Yes	Yes	
Room 803	803	Yes	Yes	

It can be seen that a room that has a guest always appears as occupied.

ROOM MANAGER

Available

Clean

Room

Extension

Clean

Available

Client

Check-in

Check-out

Room 701

701

No

Yes

Room 702

702

No

Yes

Room 703

703

Yes

No

Mr Bean

16/5/2024 16:02

Room 801

801

Yes

Yes

Room 802

802

Yes

Yes

Room 803

803

Yes

Yes

As is the case of room 703.

If you click on a room in the **Room** column or an extension in the **Extension** column, the history of that room opens.

ROOM MANAGER

From

01 / 05 / 2024

Until

dd / mm / aaaa

Room Room 703

Client

Check-in

Check-out

Mr Bean

16/5/2024 16:02

Test Frank

15/5/2024 18:14

16/5/2024 08:46

Test Marc

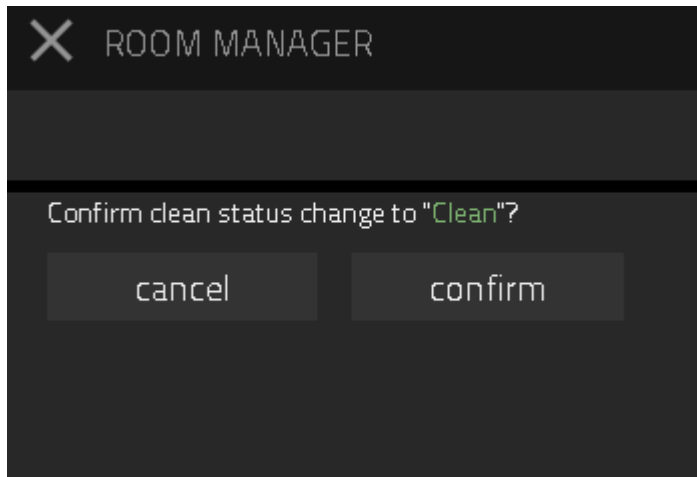
5/5/2024 12:53

7/5/2024 11:00

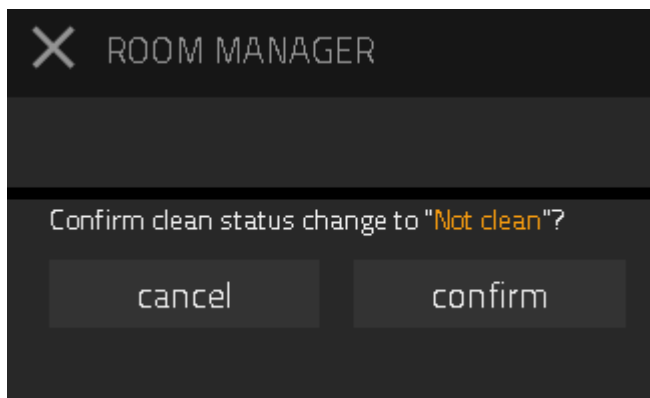
It can be seen in the history of room 703, which has had two guests and is currently occupied.

If you click on the **Clean** column of a room, you can manually change the cleaning status of the room.

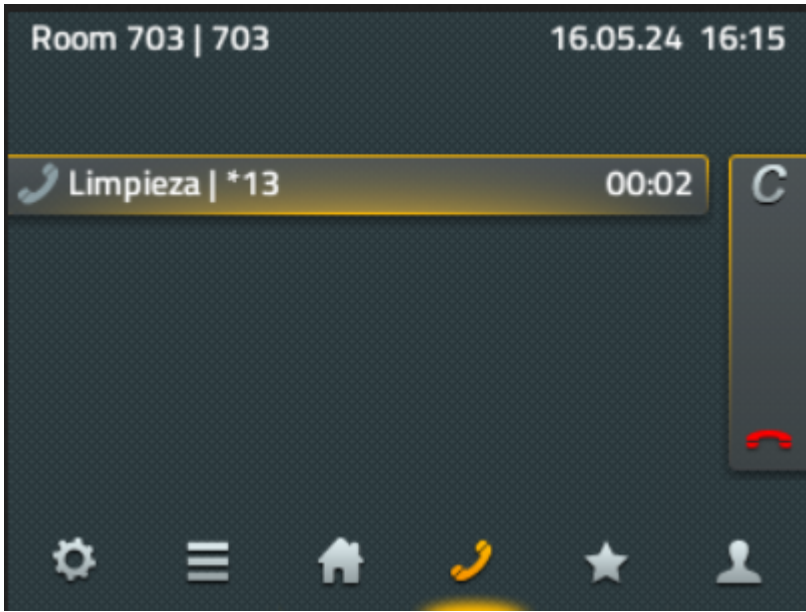
From **Not Clean** to **Clean**.



Or from **Clean** to **Not Clean**.



You can also change the room cleaning status from **Not Clean** to **Clean** by calling the **Limpieza waiting queue** from the room phone.



If you click on the **Available** column of a room.

You can **Check-in** the room, if available.

X ROOM MANAGER

Room Room 701

Client

Check-in

16 / 05 / 2024

16 : 17

cancel

save

Or you can modify or delete the **Check-in**, if it has been entered incorrectly.

X ROOM MANAGER

Room Room 703

Client

Mr Bean

Check-in

16 / 05 / 2024

16 : 02

Check-out

dd / mm / aaaa

-- : --

cancel

delete

save

You can **Check-out** an occupied room by clicking on the **Available**, **Client** or **Check-in** columns.

At the time a **Check-out** is made, the **Clean** column of the room goes to the **Not Clean** state. And at that moment the **Client** and **Check-in** fields remain empty.