



Mediterranean
Consulting

Room Manager User Manual



ROOM MANAGER

Index

Introduction.....	1
Installation from the Innovaphone App Store.....	2
Instance configuration.....	6
Configuration in PBX Manager	9
Room Manager operation	16



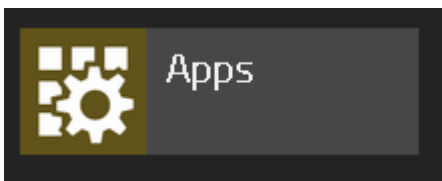
Introduction

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.

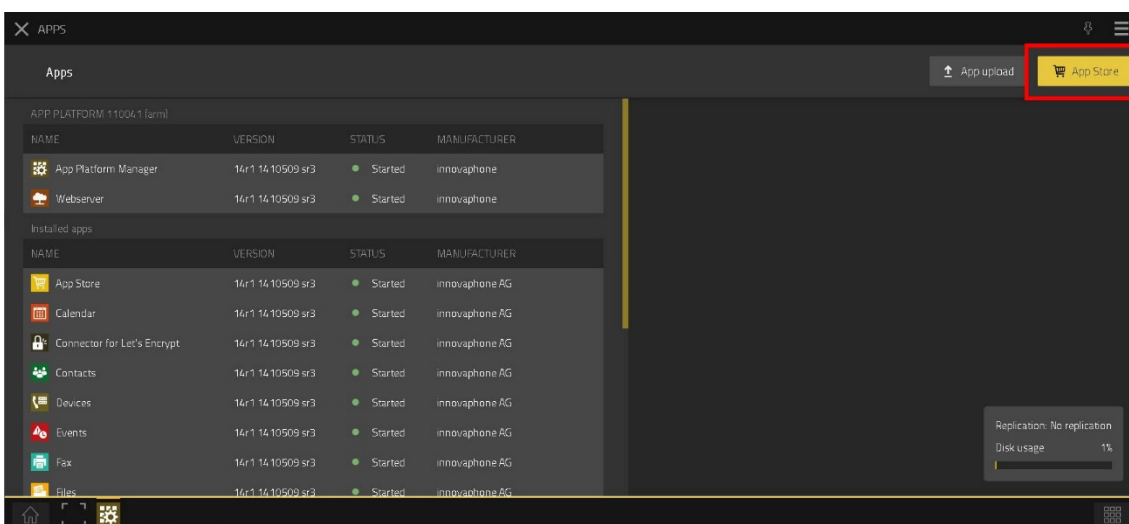
Installation from the Innovaphone App Store

To do this, you must do the following:

Go to **Apps**.

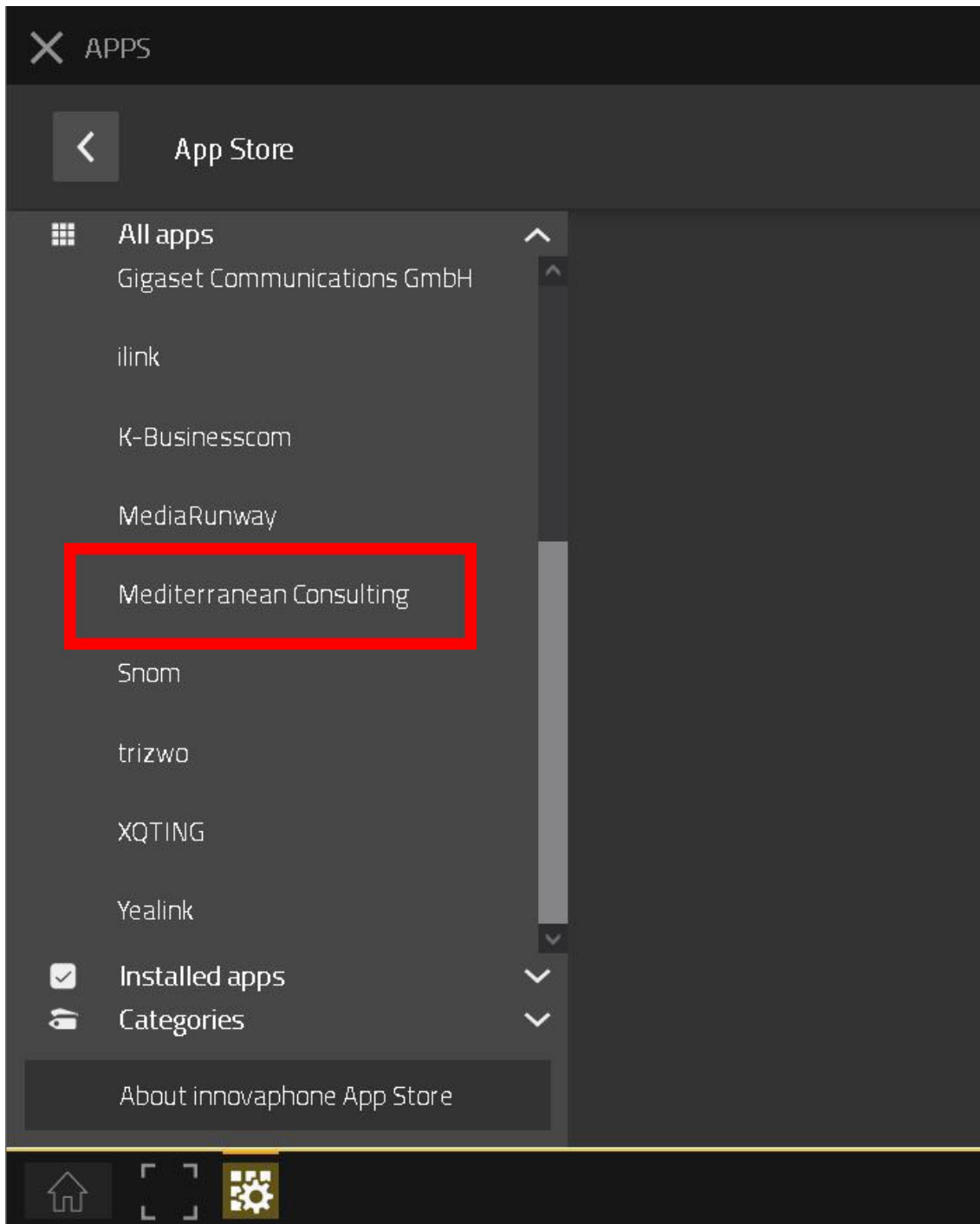


Go to **App Store**.

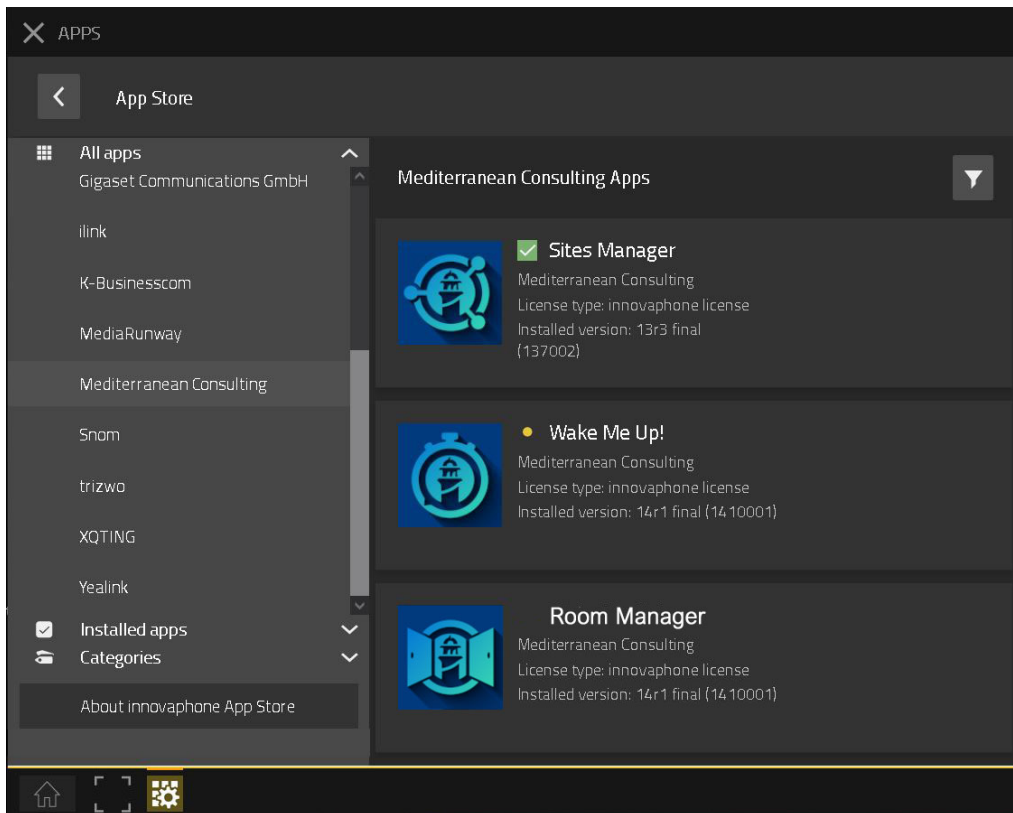




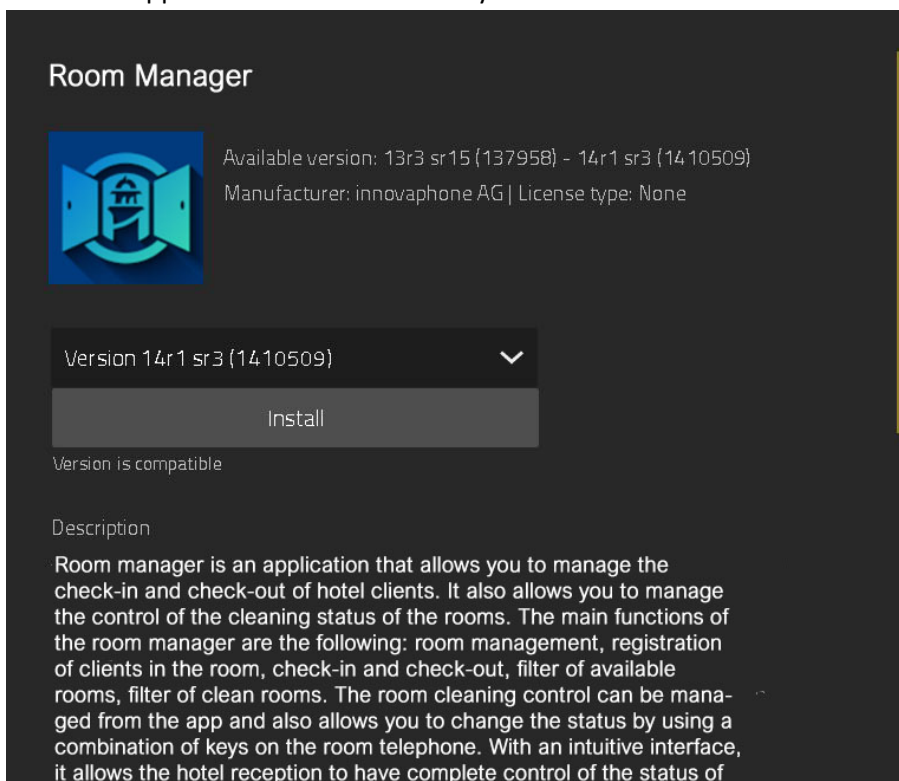
Select the app manufacturer.



Select the app manufacturer.

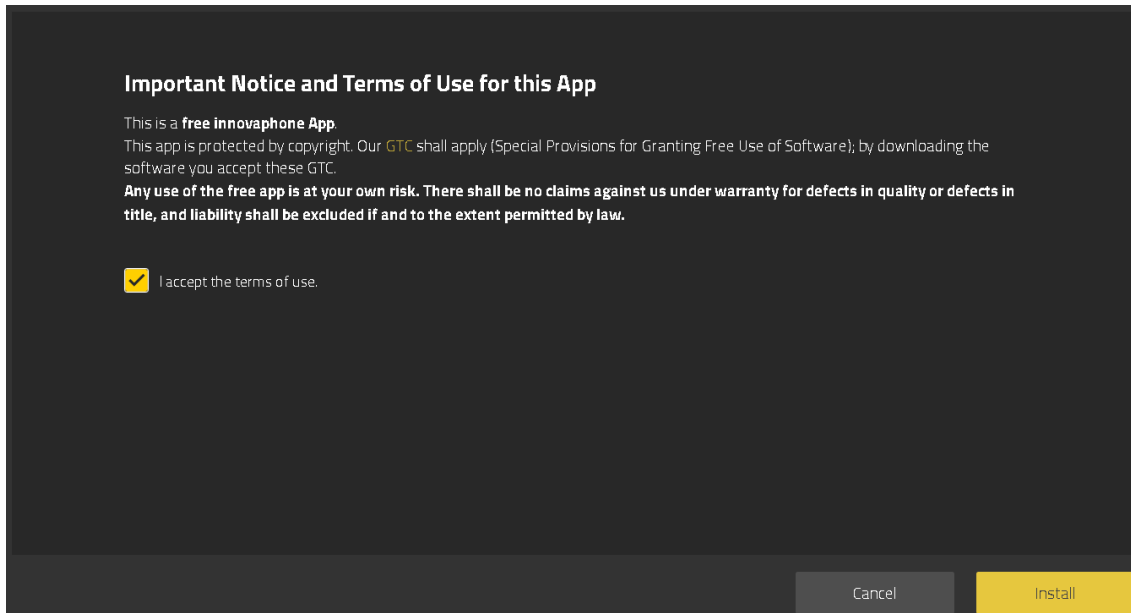


Select the App and indicate the version you wish to install.



Click on the Install button.

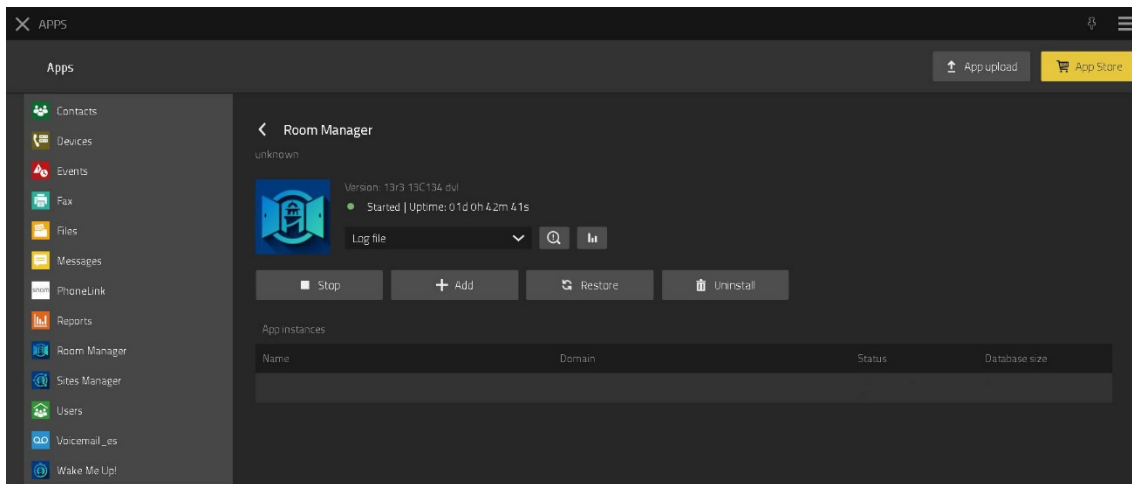
The terms are accepted.



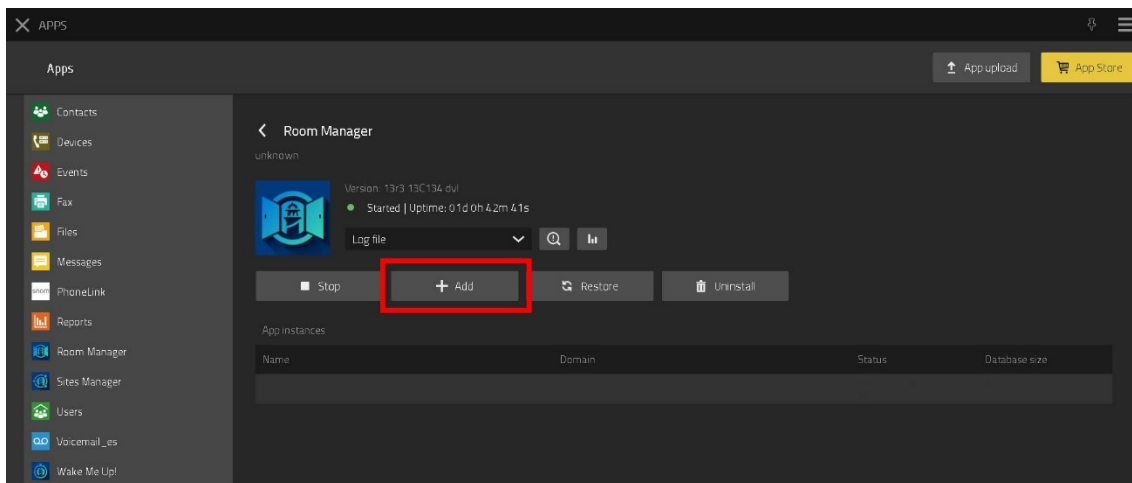
And the app is installed.

Instance configuration

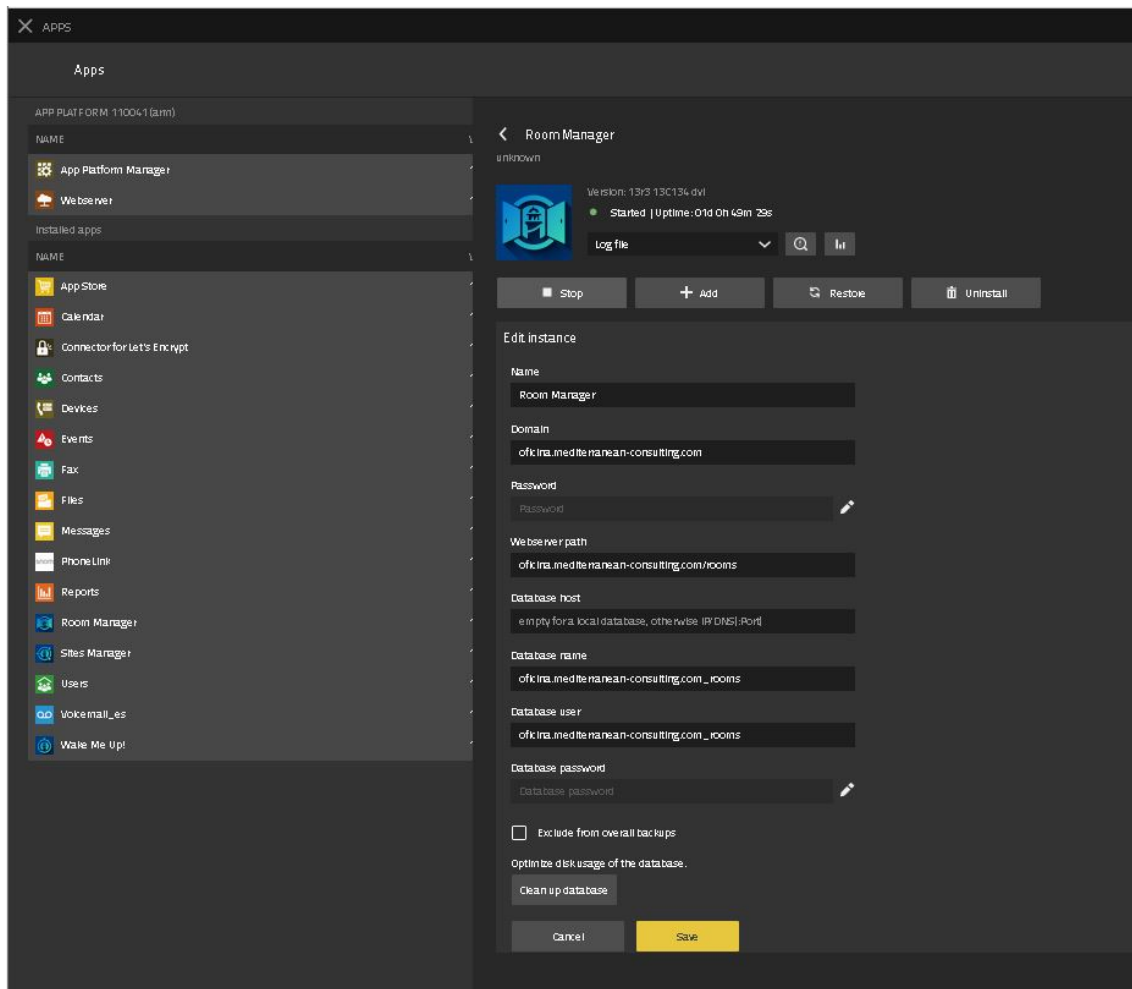
Once the App has been installed, it is observed that no instance exists.



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

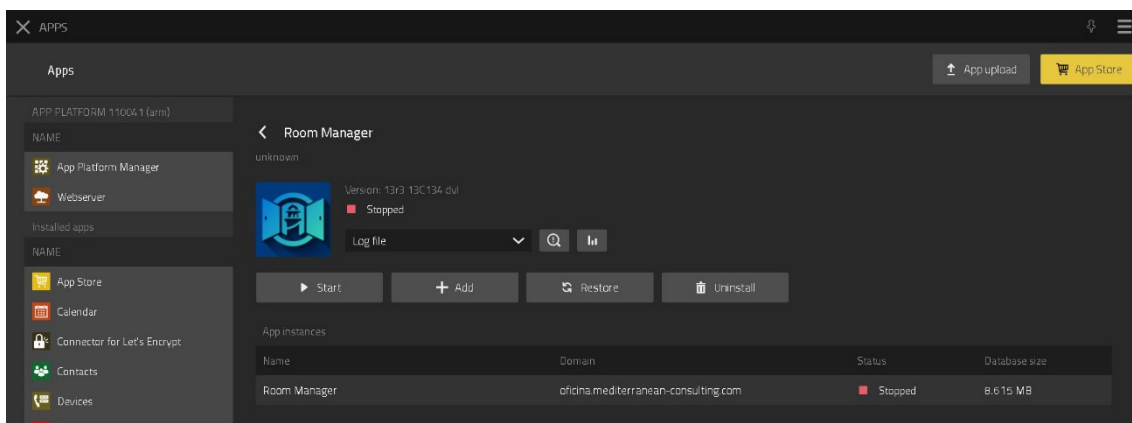


The fields are filled in to create the instance.

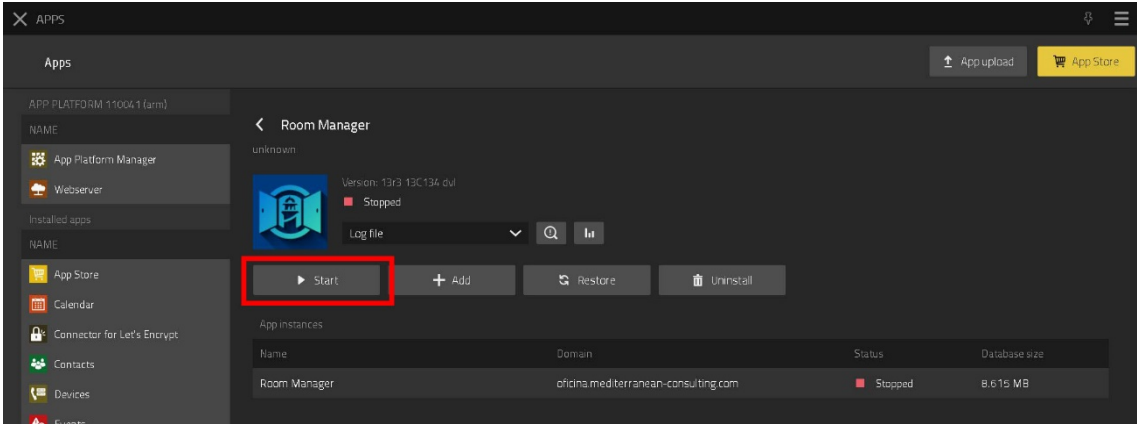


And click the **Save** button.

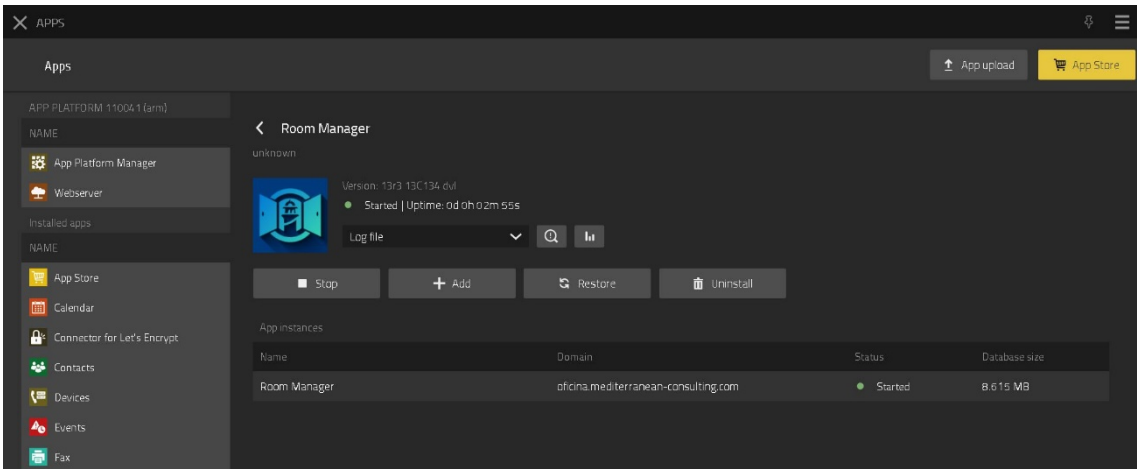
You can see that the instance has been created.



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



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

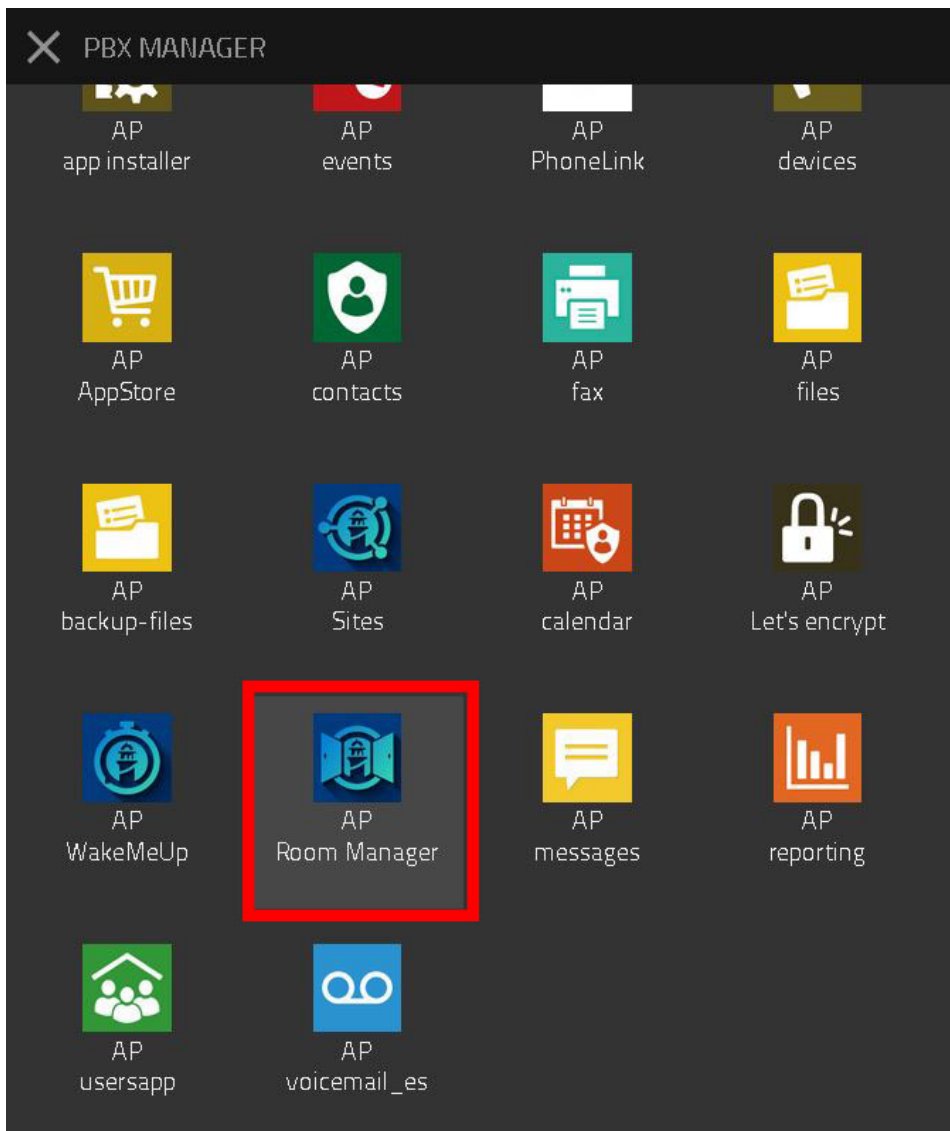


Configuration in PBX Manager

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



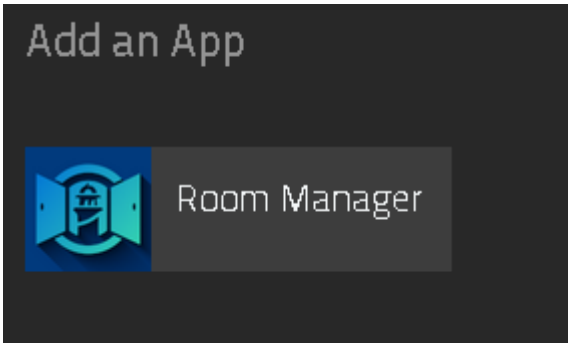
When opening **PBX Manager**, you notice that **AP Room Manager** appears.



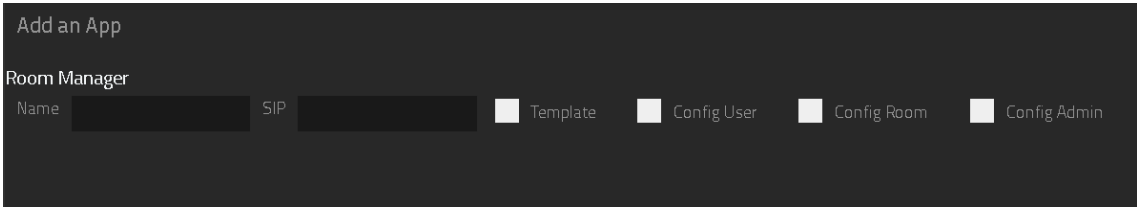
If the **Room Manager App** is selected, the **+ Add an App** button appears.



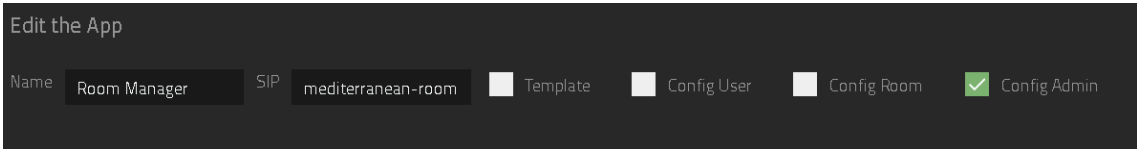
When you click on **Add an App**, the **Room Manager** button appears.



Click on the **Room Manager** button.



And the **Room Manager** is configured.



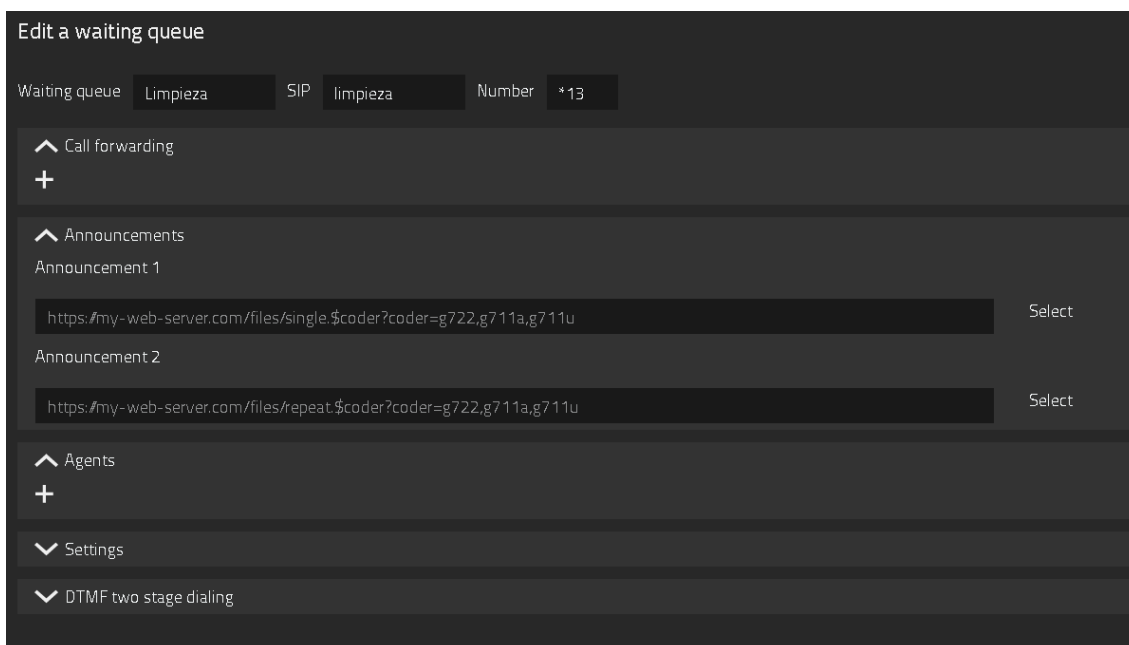
Waiting queue configuration

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.



The screenshot shows the 'Edit a waiting queue' configuration page. At the top, the title 'Edit a waiting queue' is displayed. Below it, there are four input fields: 'Waiting queue' with the value 'Limpieza', 'SIP' with the value 'limpieza', and 'Number' with the value '*13'. Below these fields are five expandable sections, each with a downward arrow icon: 'Call forwarding', 'Announcements', 'Agents', 'Settings', and 'DTMF two stage dialing'. The 'Announcements' section is currently collapsed.

It is not necessary to place announcement.



The screenshot shows the 'Edit a waiting queue' configuration page with the 'Announcements' section expanded. The title 'Edit a waiting queue' is at the top. Below it are the same four input fields as in the previous screenshot: 'Waiting queue' (Limpieza), 'SIP' (limpieza), and 'Number' (*13). The 'Call forwarding' section is collapsed with an upward arrow and a plus sign. The 'Announcements' section is expanded with an upward arrow and contains two entries: 'Announcement 1' and 'Announcement 2'. Each entry has a text input field containing a URL: 'https://my-web-server.com/files/single.\$coder?coder=g722,g711a,g711u' and a 'Select' button. The 'Agents', 'Settings', and 'DTMF two stage dialing' sections are collapsed with downward arrows.



Edit a waiting queue

Agents

Settings

Response Timeout	<input type="text"/>	Call forward no response is executed after this timeout
Max calls/agent(%)	<input type="text"/>	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)	<input type="text"/>	Timeout until the call is connected
Primary Group Timeout(s)	<input type="text"/>	Timeout until the call is sent to the other operators
Round Robin Timeout(s)	<input type="text"/>	Timeout to add the next operator in primary group
No response if no Operator	<input type="checkbox"/>	The waiting queue does not respond if there is no operator, so a CFNR is executed
CFU disables Operator	<input type="checkbox"/>	An operator with a call forward no response, does not receive calls
Presence disables operator	<input type="checkbox"/>	An operator with a set presence does not receive calls
Hide operator	<input checked="" type="checkbox"/>	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: Waiting Queue

Description: Hide from LDAP

Long Name: Display Name:

Name: Number: *13 Critical

E-Mail:

Password: retype Password:

Node: root Local

PBX: oficina 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
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OK Cancel Apply Delete Help

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: -- none --

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

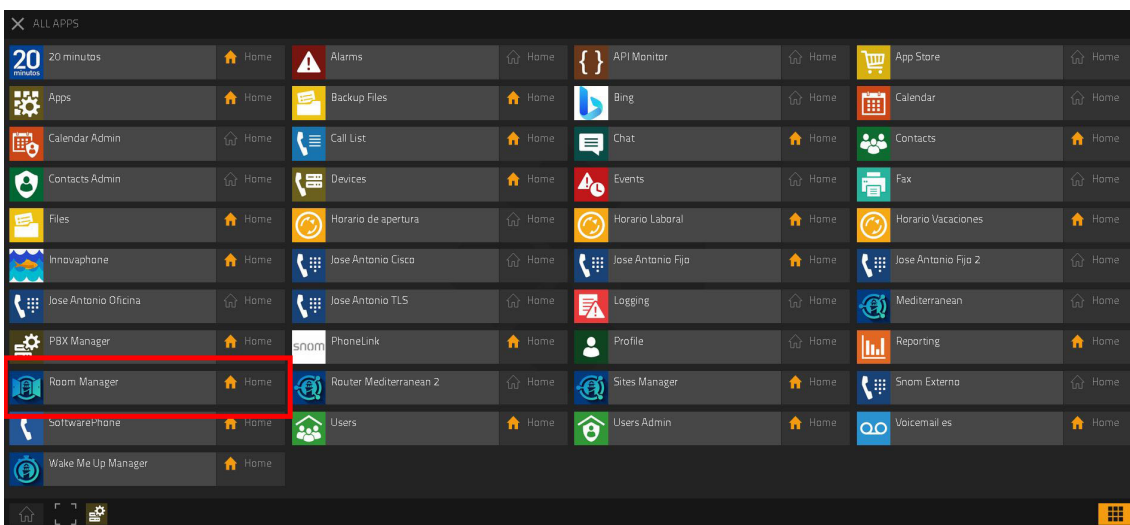
OK Cancel Apply Delete Help

General Queue **Maps**

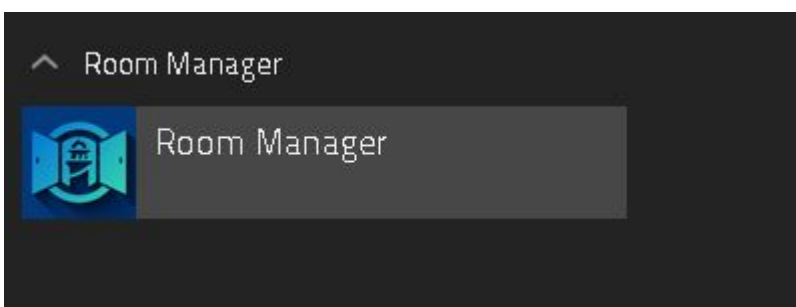
DTMF	Dest. No	Dest. Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

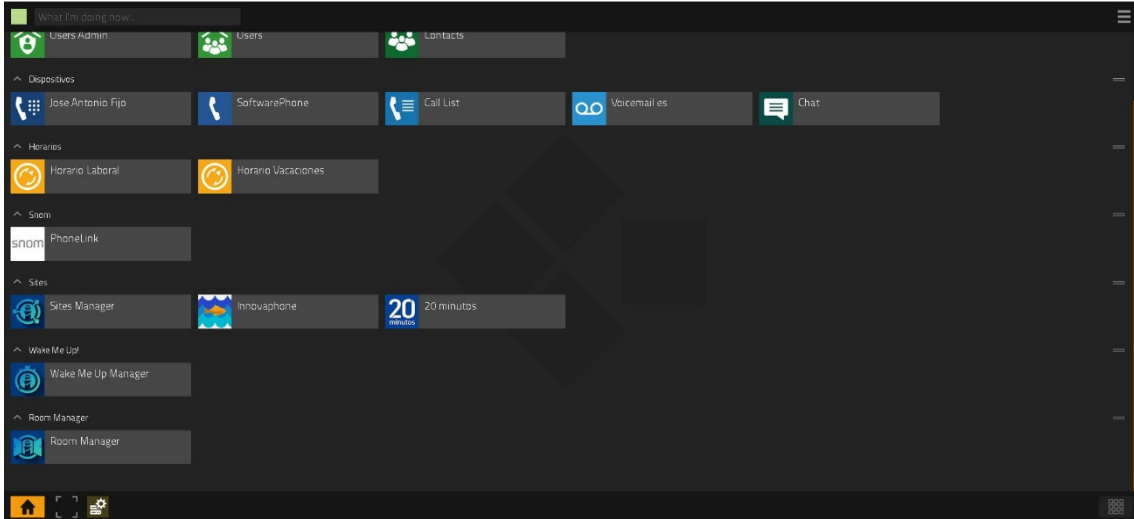
OK Cancel Apply Delete Help

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

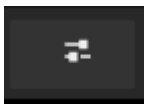
Room Manager will automatically upload all rooms that have been licensed.

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 screen has a dark background with white text. At the top left, there is a close button (X) and the title 'ROOM MANAGER'. Below the title, there are three input fields: 'Waiting queue' with the value 'limpieza', 'Keep occupation history for (months)' with the value '24', 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.

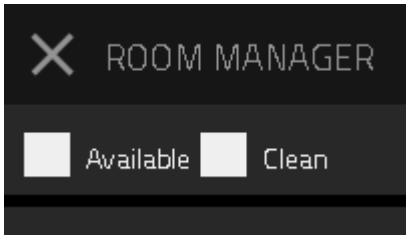
Indicates the waiting queue used to change the cleaning status from the room phone.

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

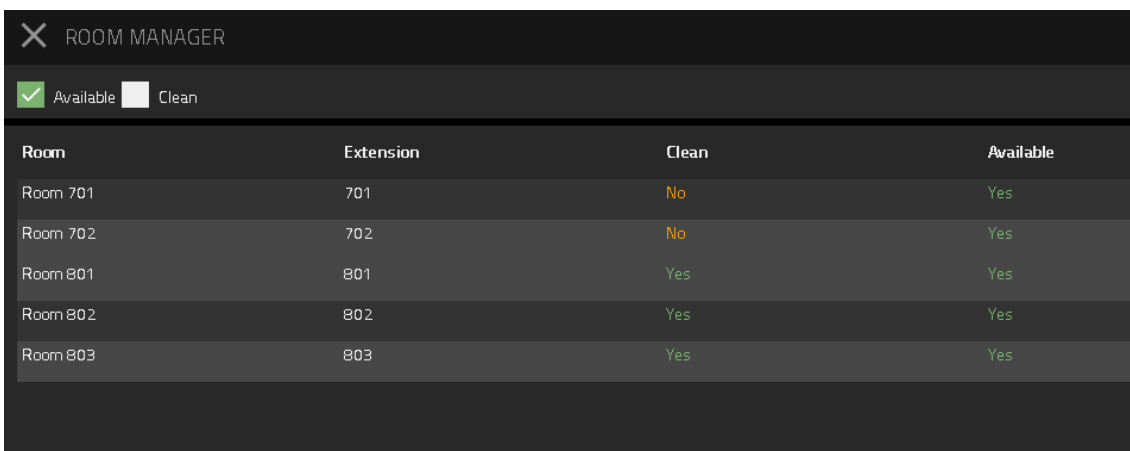
And it is also indicated at the time at which occupied rooms go to the Not Cleaned state automatically. If this field is left empty, the cleaning status of the rooms is not changed automatically.



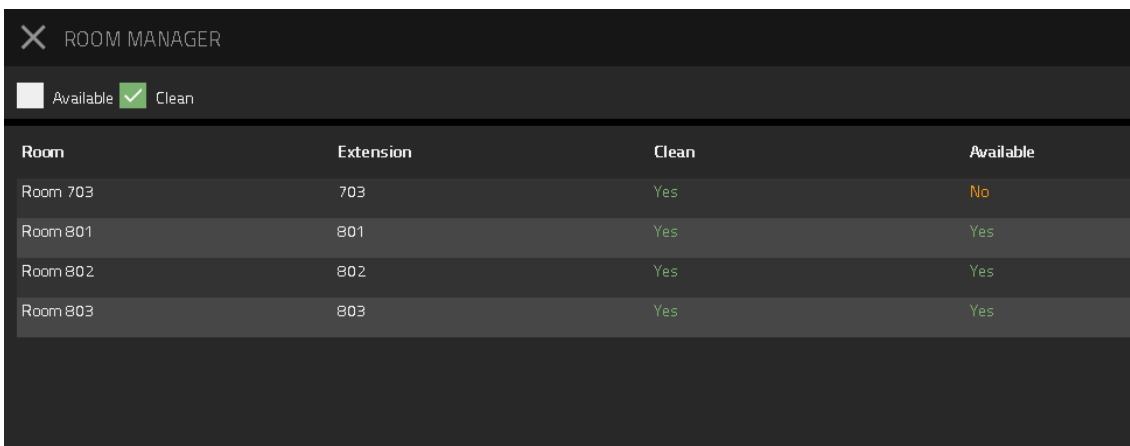
In the upper left part of the screen, two checks appear.



That allow you to filter by available room.

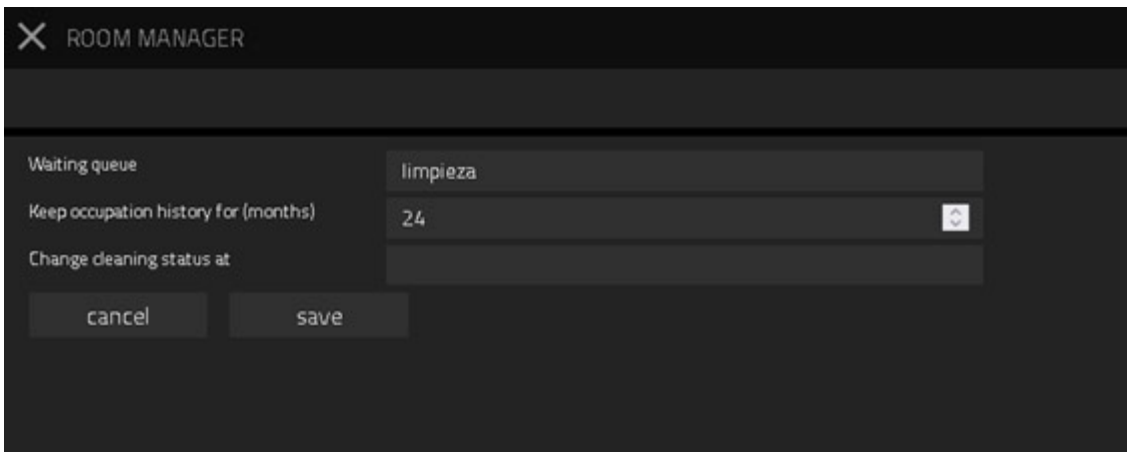


And for a clean room.



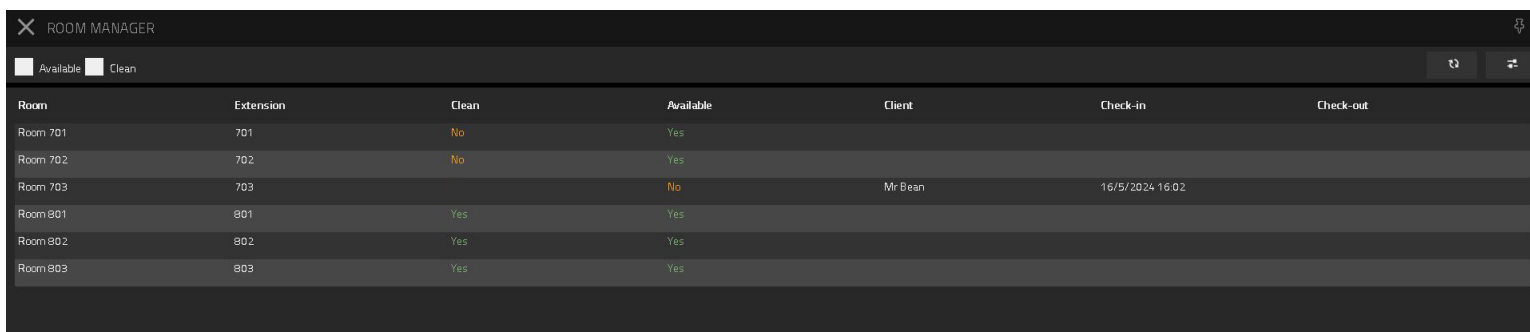
Room Manager allows two types of operations: **hotels or apartments without housekeeping**, and **hotels or apartments with housekeeping**.

For hotels or apartments **without housekeeping**, the "Change cleaning status at" field should be **left blank** in the configuration.



This way, occupied rooms and apartments will have the "clean" field blank. When that room is checked out, the "clean" column status will no longer be blank and will change to "No," allowing housekeeping to clean the room or apartment before the next guest arrives.

You can see that the "available" column for the room with a guest displays "No," indicating that it is not available. This is the case with room 703.



Room	Extension	Clean	Available	Client	Check-in	Check-out
Room 701	701	No	Yes			
Room 702	702	No	Yes			
Room 703	703	No	No	Mr Bean	16/5/2024 16:02	
Room 801	801	Yes	Yes			
Room 802	802	Yes	Yes			
Room 803	803	Yes	Yes			

For hotels or apartments **with housekeeping**, the **“Change cleaning status at”** field must be specified in the configuration settings to indicate the time at which the room status will automatically change from **Clean** to **Not Clean**.

✕ ROOM MANAGER

Waiting queue limpieza

Keep occupation history for (months) 24

Change cleaning status at 03:00

cancel
save

✕ 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			

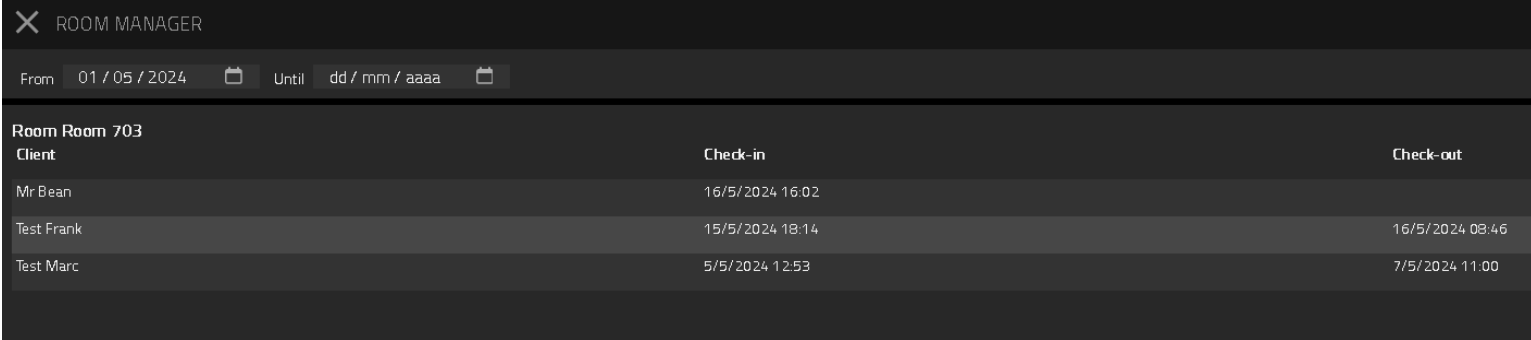
In this case, at 3 a.m. the Clean column status for room 703 will change to No, indicating that it is not clean, so that housekeeping can proceed to clean it.

✕ 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	No	No	Mr Bean	16/5/2024 16:02	
Room 801	801	Yes	Yes			
Room 802	802	Yes	Yes			
Room 803	803	Yes	Yes			

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

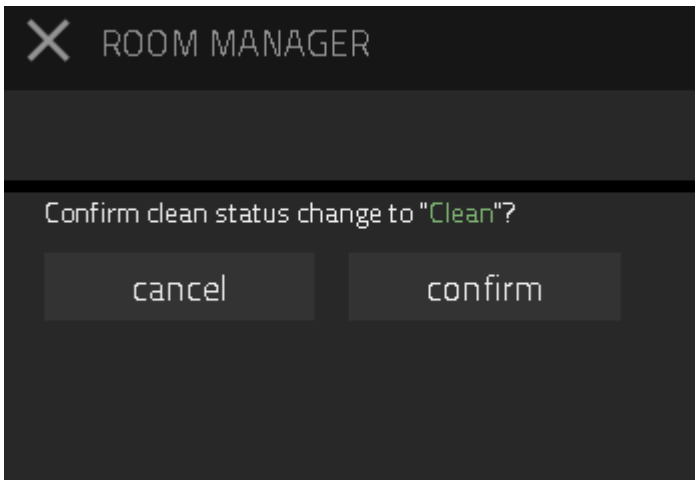
From 01 / 05 / 2024 Until dd / mm / aaaa

Room	Client	Check-in	Check-out
Room 703	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

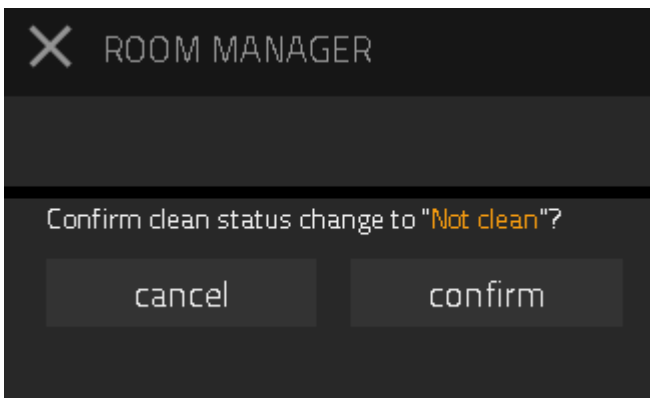
It can be seen in the history of room 703, which has had two guests and is currently occupied.

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

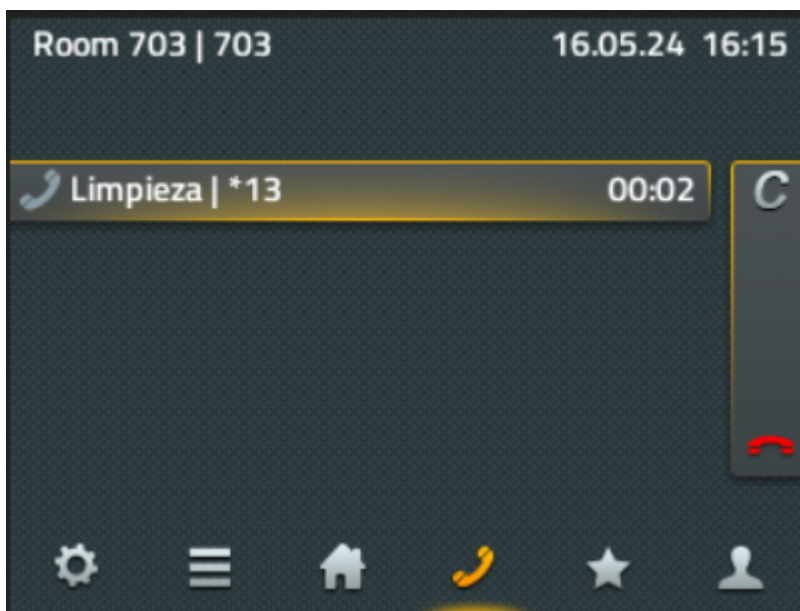
From **Not Clean** to **Clean**.



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

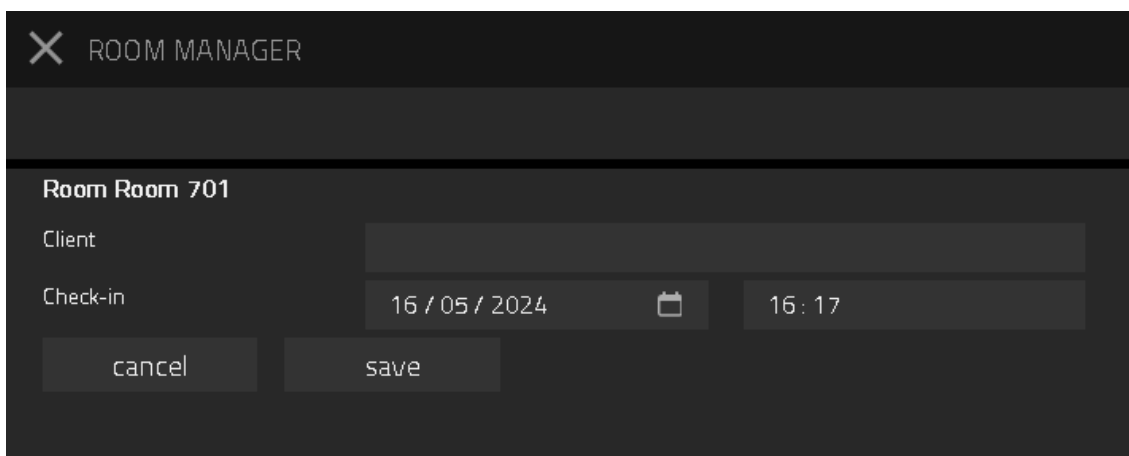


You can also change the room cleaning status from **Not Clean** to **Clean** by calling the **Limpieza waiting queue** from the room phone.



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

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





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

The screenshot shows a dark-themed interface titled "ROOM MANAGER" with a close button (X). Below the title, the room name "Room Room 703" is displayed. The form contains three rows of input fields:

Client	Mr Bean	
Check-in	16 / 05 / 2024	16 : 02
Check-out	dd / mm / aaaa	-- : --

At the bottom of the form, there are three buttons: "cancel", "delete", and "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.