

# InHotel

Installation Guide  
Release version 1.8.0



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## Revision History

Who	Reason	When	Version
Adam Page	Initial Draft	8/12/16	0.1
Adam Page	Release review	7/2/17	1.0
Richard Horsley	Add translation process	16/2/2017	1.1
Adam Page	Add licensing process	22/03/2017	1.2
Adam Page	Add information gathering	27/03/17	1.3
Adam Page	Release 1.0.1	02/05/2017	1.4
Richard Horsley	Update for Release 1.0.8:  1. Updates translation process to specify UTF format. 2. Remove Increasing the number of hotel rooms section.	8/6/2017	1.0.8
Adam Page	Add to documentation SL2100 Support	18/08/2017	1.0.9
Richard Horsley	Add Backup and Restore Process	31/8/2017	1.0.10
Stephen Werle	Up-issue for v1.5.0 InHotel release	7/2/2018	1.5.0
Stephen Werle	Up-issue for v1.6.0 InHotel release	13/6/2018	1.6.0
Stephen Werle	Editorial changes	24/9/2018	1.6.0
Stephen Werle	Editorial changes for v1.7.0 InHotel release	11/1/2019	1.7.0
Nigel Witts	Parts codes changed for SL2100 and SV9100	01/07/2019	1.7.1
EU000335	BE119099	SL2100 INHOTEL LIC	
EU000336	BE119738	SL2100 INHOTEL ROOM-04 LIC	
EU000337	BE119741	SL2100 INHOTEL ROOM-16 LIC	
EU000327	BE118847	SV9100 INHOTEL LIC	
EU000330	BE119739	SV9100 INHOTEL ROOM-04 LIC	
EU000331	BE119742	SV9100 INHOTEL ROOM-16 LIC	
Stephen Werle	Editorial corrections made	24/10/19	1.7.1 issue 2
Stephen Werle	Addition of InHotel Configuration tab description	5/11/2019	1.7.1.issue 3
Stephen Werle	Editorial changes Database file size	15/11/2019	1.7.1 issue 4
Stephen Werle	Up-issue for v1.8.0 release	20/11/2019	1.8.0

Stephen Werle	Editorial changes	22/11/2019	1.8.0 issue 2
Stephen Werle	Editorial changes	13/12/2019	1.8.0 issue 3
Stephen Werle	Editorial changes	26/11/2019	1.8.0 issue 4
Stephen Werle	Editorial changes	04/12/2020	1.8.0 issue 5
Stephen Werle	Editorial changes	17/01/2020	1.8.0 issue 6
Stephen Werle	Addition of Products, product groups, packages and Payment definitions item	21/01/2020	1.8.0 issue 7

## Introduction

InHotel is a Front of House Application used within a hotel to make room reservations, manage rooms, housekeeping, folios and provide reports for use by the hotel staff.

### Items and tooling required

Laptop/PC with Ethernet connection to the NEC PBX CPU card

Web browser for customer interface

PCPro software

InHotel pkg file

You should be familiar with NEC PBX installation and PCPro software.

## **Glossary of Terms**

### **PMS**

Property Management System is a generic term for hotel management software. InHotel is an example of this. Typically the software will manage the status and availability of hotel rooms, and integrated systems such as InHotel will provide integrated management and billing of telephone functions.

### **Folio**

Folio is the guest account. This contains all transactions related to the guest stay. It can include not only the hotel rate, but also items from the minibar and meals and drinks purchased in the hotel. Upon checkout the Folio forms the basis of the guest invoice.

### **MWI**

Message Waiting Indicator is a feature supported generally by business telephones. The MWI is an LED or light on the handset which can be remotely lit. On the NEC terminals this light will flash to indicate there are new messages. On some terminals it might be an on-screen notification.



## Licensing

InHotel requires the following licenses to function;

SL2100 needs the following system licenses:

Code	Description	Quantity
BE116753	Hotel license	1
BE116754	PMS license	1
BE119099	InHotel License	1
BE119738	InHotel 4 rooms	0~8
BE119741	InHotel 16 rooms	0~2

SL1x00 needs the following system licenses:

Code	Description	Quantity
BE110757	Hotel license	1
BE111676	PMS license	1
EU000326	InHotel License	1
EU000328	InHotel 4 rooms	0~8
EU000329	InHotel 16 rooms	0~2

SV9100 needs the following system licences:

Code	Description	Quantity
BE114071	Hotel license	1
BE114072	PMS license	1
BE118847	InHotel license	1
BE119739	InHotel 4 rooms	0~30
BE119742	InHotel 16 rooms	0~7

Any quantity of licenses in multiples of 4 or 16 are supported up to the PBX maximums

Maximum number of rooms for SL2100 PBX = 64 Rooms

Maximum number of rooms for SV9100 PBX = 120 Rooms

## Requirements

NEC SV9100 version 8.00.55 or higher software

NEC SL2100 version 01.04.08 or higher software

### HTTP Access

As with other InApps, the InHotel application can only be accessed using the http protocol. **When using the SV9100 CP20 Processor http is disabled by default, you must enable this in *Quick Install + Cards + CCPU Settings + CCPU TCP Ports (PRG90-54-01)*, set the WebPro TCP port number to 80 and ensure that http NOT https link is used.**

### Licensing the application

InHotel periodically checks the license is available on the PBX. A check is also carried out whenever the application is started, or on a power cycle of the PBX.

## **60 Day Trial**

It is possible to run InHotel for evaluation purposes using the 60 day trial period. During the trial period you will be able to configure either 64 or 120 rooms depending on the PBX type.

If InHotel is installed and the 60 day trial is enabled, the total number of rooms created during the installation will be the number of extensions defined as 'Hotel' types in the PBX configuration up to the maximum of 64 or 120 rooms. Once the 60 day trial expires or is disabled then the configured rooms will be disabled.

## **Licensing behaviour**

If InHotel is installed and the number of rooms licensed is 0 then InHotel will be installed and no rooms will be automatically created during the installation process. If you install the InHotel and room licenses after this point you must stop and start the application using Application Manager, you will then be able to add the rooms manually using the Database Editor.

If the InHotel license and room licenses are installed on the PBX before InHotel is installed then the installation process will import the 'Hotel' rooms from the PBX configuration up to the limit of the licensed quantity.

## **Adding additional rooms**

If you add additional room licenses to the PBX you can force InHotel to read the new quantity of licenses by stopping and starting the application. You can then create these additional rooms using the Database Editor. Additional rooms will not be automatically imported.

## Information Collection

Prior to installing InHotel you should ask the customer for some information about the hotel which is entered into the application.

## Access Requirements

Who needs to have access to the application?

InHotel supports two levels of access, Admin and User. You can create multiple users, which are referenced in the logfile.

Username	Password	Admin?
Tech	12345678	✓

## Room Types and Pricing

InHotel groups rooms by Product Type on the calendar screen. Three room types are defined by default. No cost are included with the default database

Product Type	Nightly Cost
Single Room	
Double Room	
Suite	

## Applicable taxes

Five taxation classes can be added to room rates, services and other products. These taxation rates can be **inclusive** where the cost show includes the tax, and **exclusive** where the taxation is calculated as an extra and added to the cost.

Numerous tax details definitions can be created that can be allocated to products etc.

## Seasonal rates

InHotel can apply seasonal fixed price or percentage increases or decreases to room rates, you will need to know the applicable rates and dates/days that these rates should be active.

## Minibar Items, Restaurant Items and Guest Services

Any other services which are billed to the room should be included. An example is shown below.

*Note: taxes are calculated from tax 5 to tax 1.*

Description	Tax 1	Tax 2	Tax 3	Tax 4	Tax 5	Cost	Minibar Code
Peanuts	VAT						1024

## Cancellation Policies

Any cancellation policies that are defined by the hotel.

# PBX Configuration

## Define IP Address

The PBX IP Address and network settings should be configured as required by the customer.

This can be configured in PRG10-12 on SV9100 or PRG10-01 on SL2100 or in PCPro go to *Advanced Items>VoIP>General Settings>IP Addressing>CCPU IPL IP Network Setup*

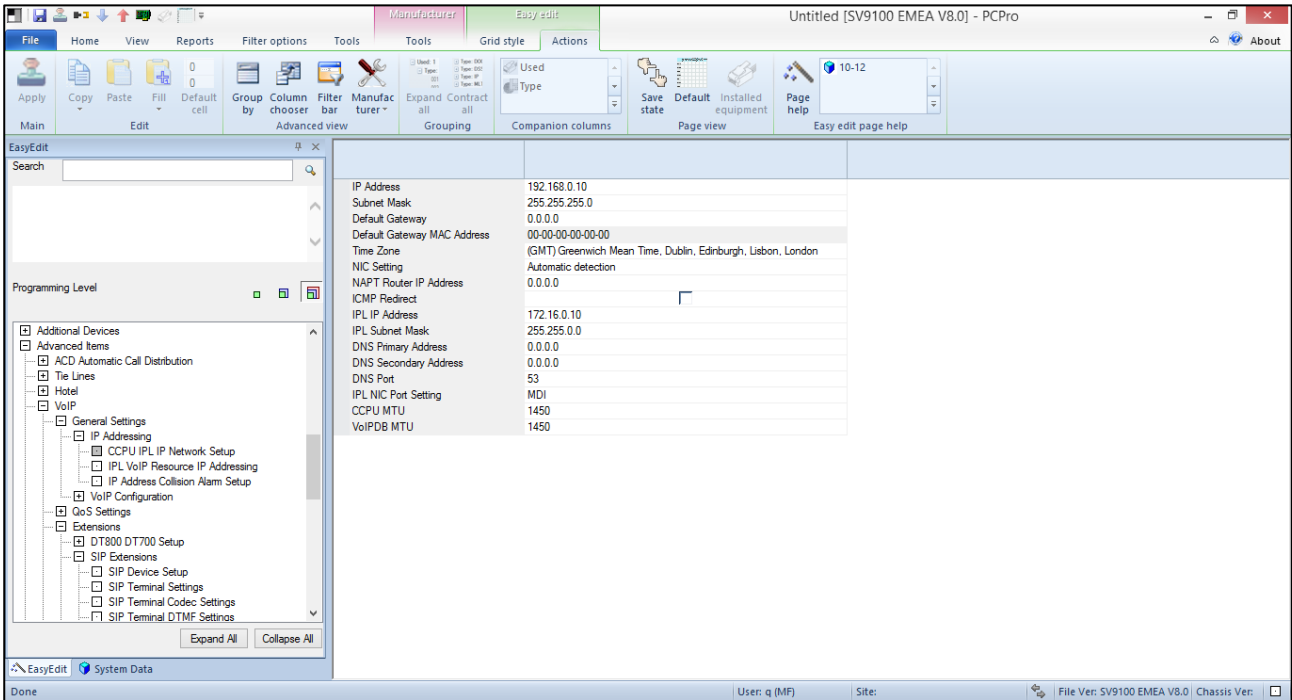


Figure 1 Advanced Items + VoIP + General Settings + IP Addressing + CCPU IPL IP Network Setup

## Define hotel rooms

The PBX should be configured for hotel operation before the installation of InHotel. During installation InHotel will detect hotel rooms and automatically add them to the configuration database.

This is configured in PRG42-02 for setting the hotel rooms and toll restriction class and PRG20-06 for the Class of Service or in PCPro go to *Advanced Items> Hotel> Hotel Room Extension Setup*

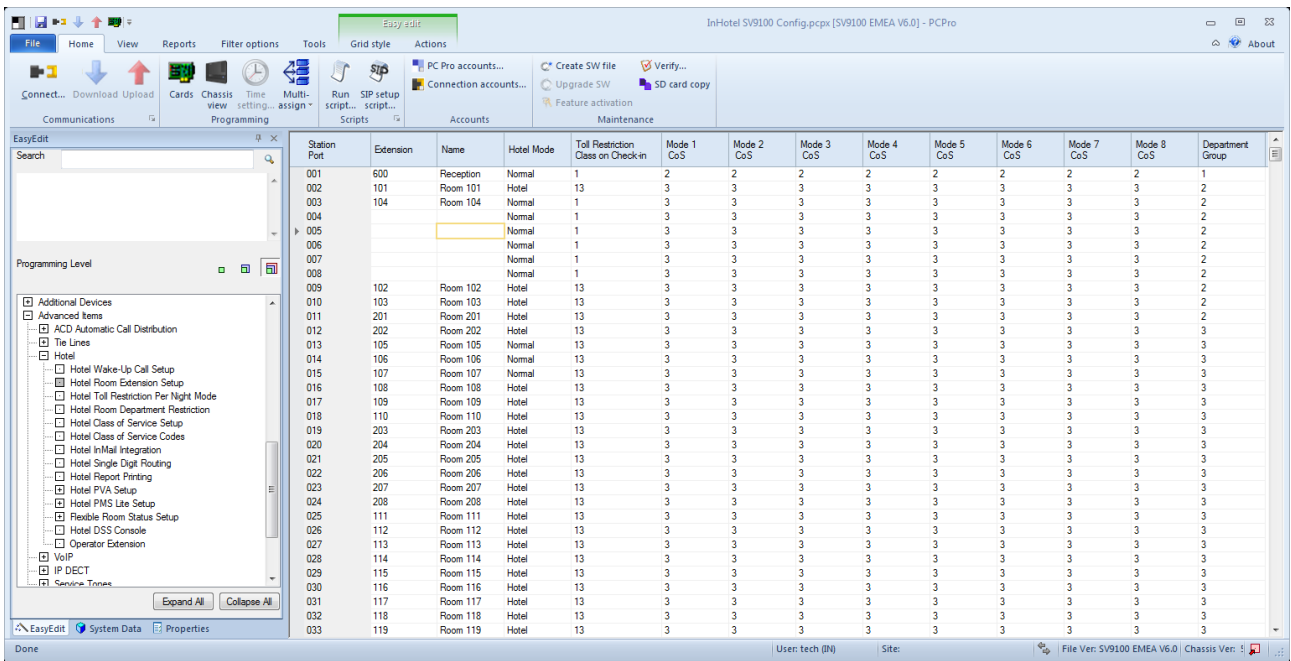


Figure 2 Advanced Items + Hotel + Hotel Room Extension Setup

In this screen define the hotel room telephones, set the type as 'Hotel'. It is also necessary to define a Class of Service and a 'Checked In' Toll Restriction Class. It is recommended to use the values below;

Toll Restriction Class on Check-in – 13/12/11 (ref Toll Class table under [Configure Class of Service and Toll Restriction Classes](#))

Class of Service for Operator – 2

Class of Service for Hotel Rooms – 3

These classes will be defined over the next few programming chapters.

## Configure Toll Restriction Classes

It is recommended that the following toll restriction classes are used.

Toll Class	Description	0XXXX – Local	0 - National	00 - International	999/112 - Emergency
10	Block all	✗	✗	✗	✓
11	Allow local only	✓	✗	✗	✓
12	Allow national only	✓	✓	✗	✓
13	All international	✓	✓	✓	✓

Configure your hotel rooms to use Toll Restriction Class 10 when they are checked out. This means that a room telephone cannot be used to make an external phone call unless the guest is checked in using InHotel. This is configured in PRG21-04 or the PCPro page below.

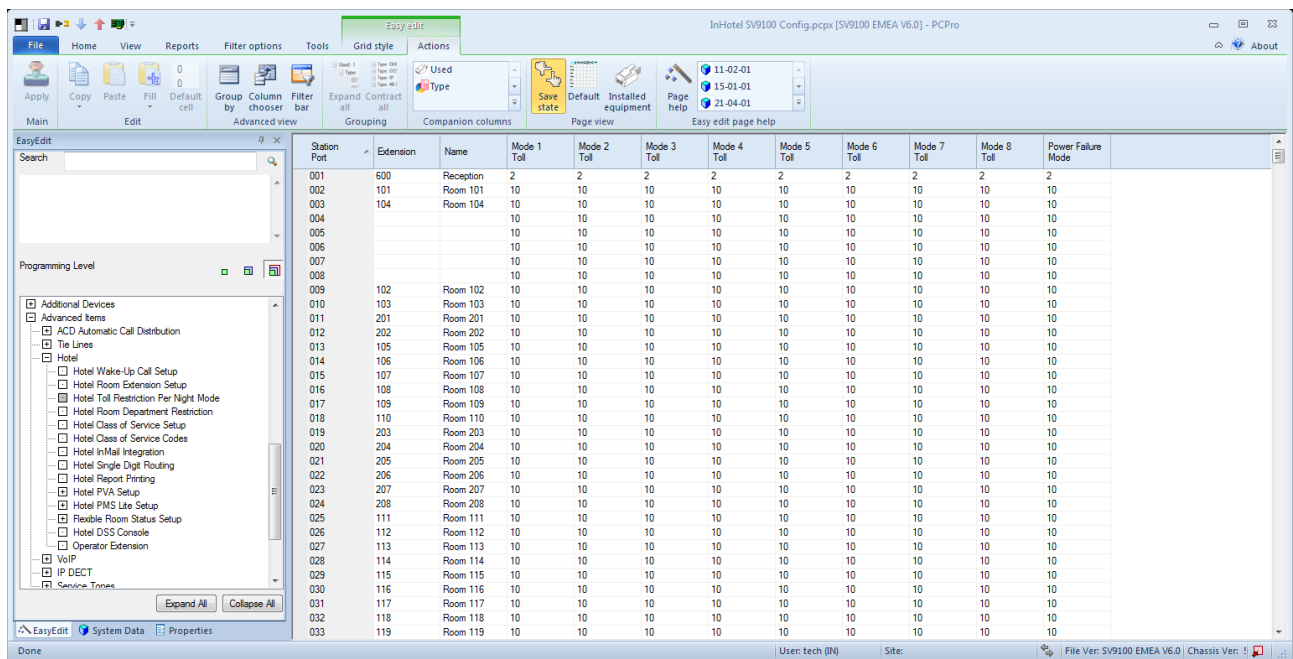


Figure 3 Advanced Items + Hotel + Hotel Toll Restriction Per Night Mode



To configure your toll restriction classes, use the Toll Restriction Assignment view or PRG21-05 and PRG21-06.

*Tip: Select 'Show all classes' to see classes 10-13.*

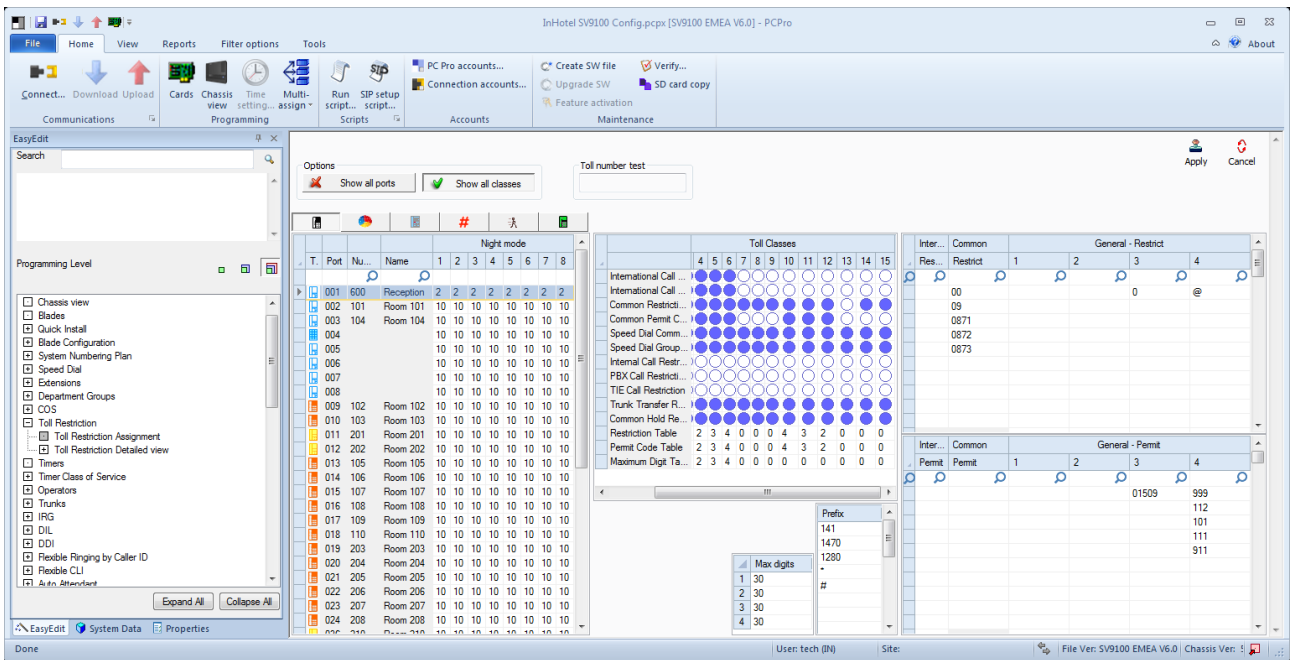


Figure 4 Toll Restriction + Toll Restriction Assignment

Toll Class	Description	OXXXX – Local	0 - National	00 – International	999/112 - Emergency
10	Block all	✗	✗	✗	✓
11	Allow local only	✓	✗	✗	✓
12	Allow national only	✓	✓	✗	✓
13	All international	✓	✓	✓	✓

See below a recommended configuration for the Toll Restriction Tables.

Description	Class 10 Block All	Class 11 Local Only	Class 12 National Only	Class 13 International Allowed
International Call Restriction Table				
International Call Permit Code Table				
Common Restriction Table	✓	✓	✓	
Common Permit Code Table	✓	✓	✓	
Speed Dial Common Restriction	✓	✓	✓	✓
Speed Dial Group Restriction	✓	✓	✓	✓
Internal Call Restriction				
PBX Call Restriction				
TIE Call Restriction				
Trunk Transfer Restriction for Incomplete Dial	✓	✓	✓	✓
Common Hold Restriction for Incomplete Dial	✓	✓	✓	✓
Restriction Table	4	3	2	1
Permit Code Table	4	3	2	1
Maximum Digit Table	0	0	0	0
Assignment				
Common Restriction Table			General Restriction Tables	
00	1	2	3	4
090			0	@
0871			General Permit Tables	
0872	1	2	3	4
0873			01509*	999**
				112
				101

\* Replace with customer local area code  
 \*\* Replace or add any other emergency numbers

## Configure Class of Service

Configure your class of service items as shown in the screenshot or via PRG42-03.

Class 2 is used for the Reception phone/s

Class 3 is used for Hotel rooms' phones.

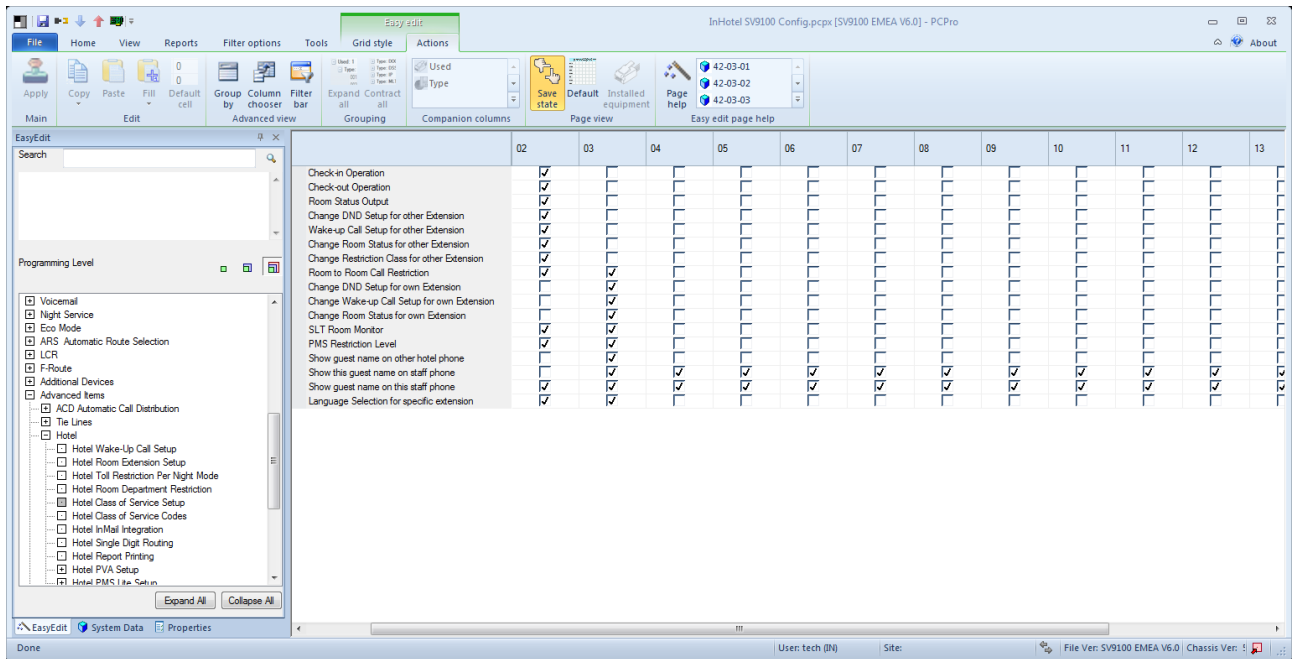


Figure 5 Advanced Items + Hotel + Hotel Class of Service Setup

## Configure Wakeup Calls

Configure your wakeup call requirements on the page below or via PRG42-01. See Hotel manual for further details.

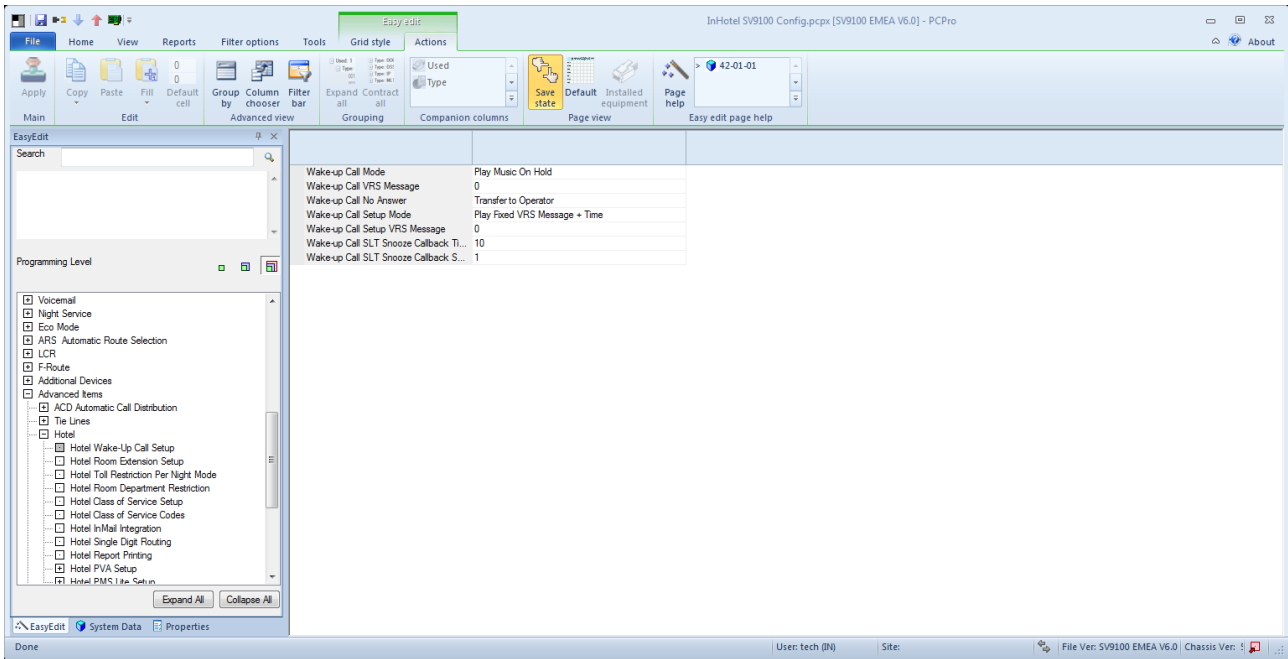


Figure 6 Advanced Items + Hotel + Hotel Wake-Up Call Setup

## Setup PMS Output options

The PMS link is used by InHotel to communicate with the NEC system. The options should be set as shown in the screenshot below or via PRG42-05 and PRG42-06. Set the PMS Restriction Level Conversion as below or PRG42-07.

Enable the 3:00 AM Autoscan if you want to mark the rooms as dirty automatically overnight.

*Note: if this is enabled 'NightAudit' in 'InHotel Configuration' of the Database Editor should not be set around 3:00am so as to avoid potential conflict.*

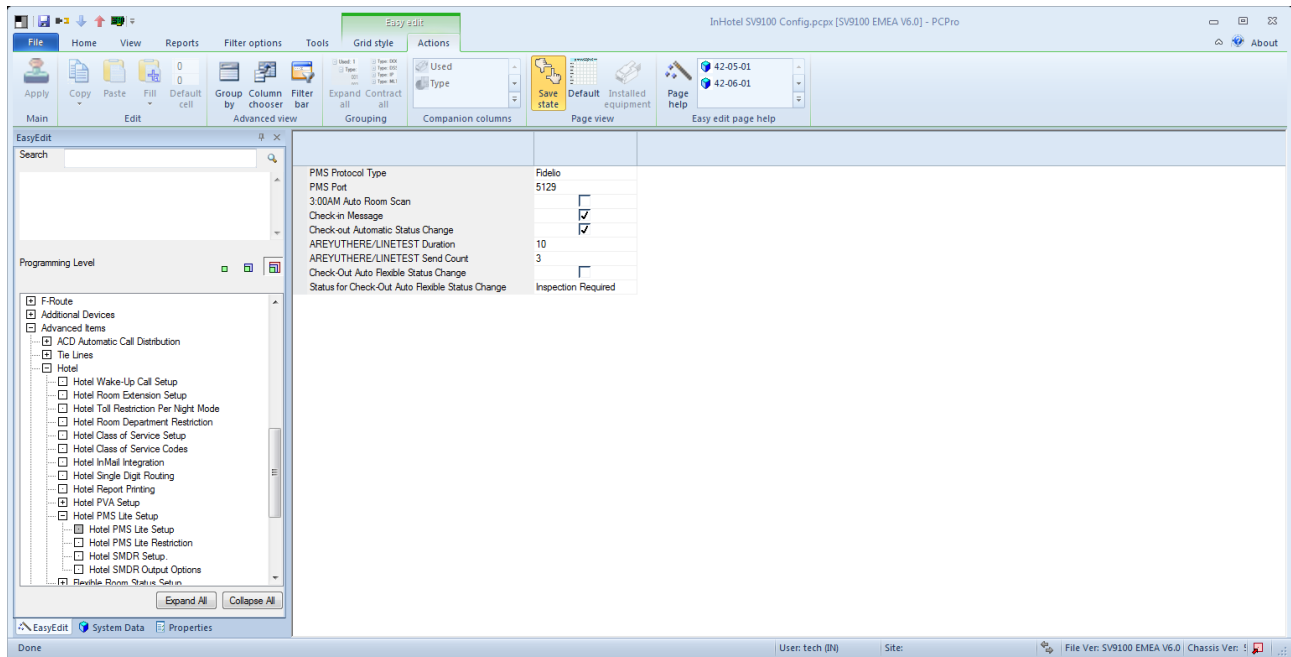


Figure 7 Advanced Items + Hotel + Hotel PMS Lite Setup + Hotel PMS Lite Setup

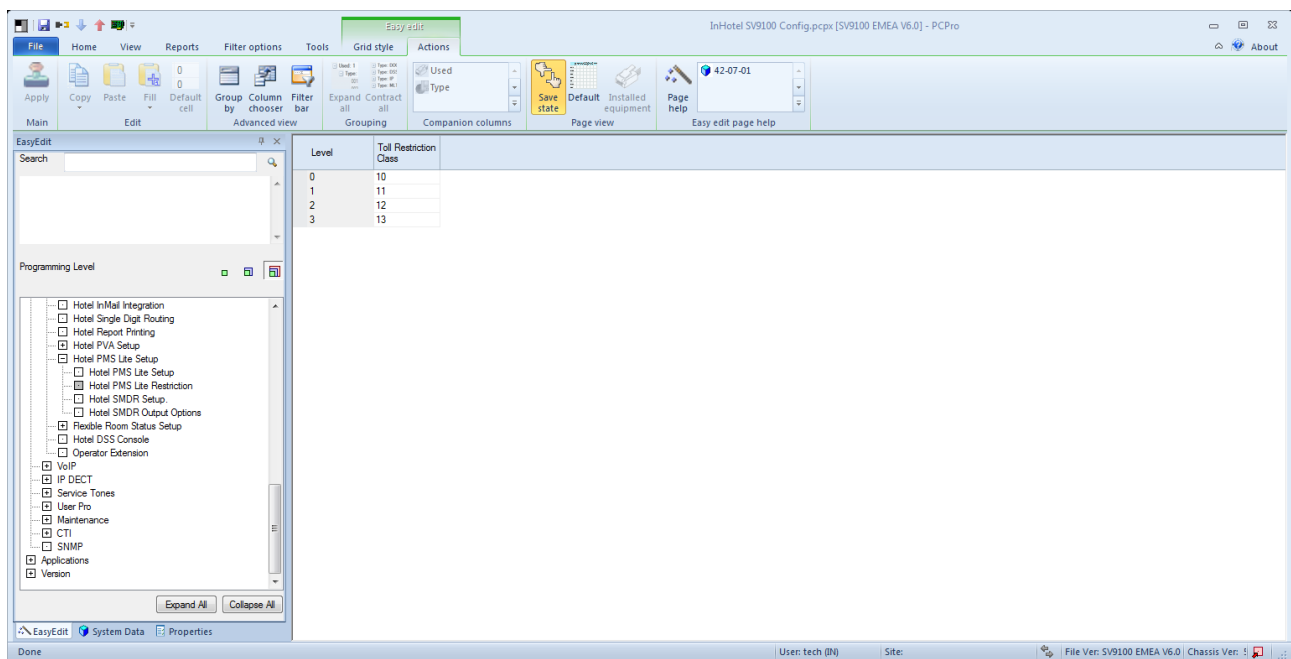


Figure 8 Advanced Items + Hotel + Hotel PMS Lite Setup + Hotel PMS Lite Restriction

## Set Room Status Messages

The room status messages should be set for InHotel

0/1 inspected

2 dirty

3 maid in room

4 inspected

Ensure the entries in PRG42-08 are configured for digit 1 through 4 and 0, all others can be.

**ENSURE THIS IS DONE FOR ROOM STATUS 1 AND 2!**

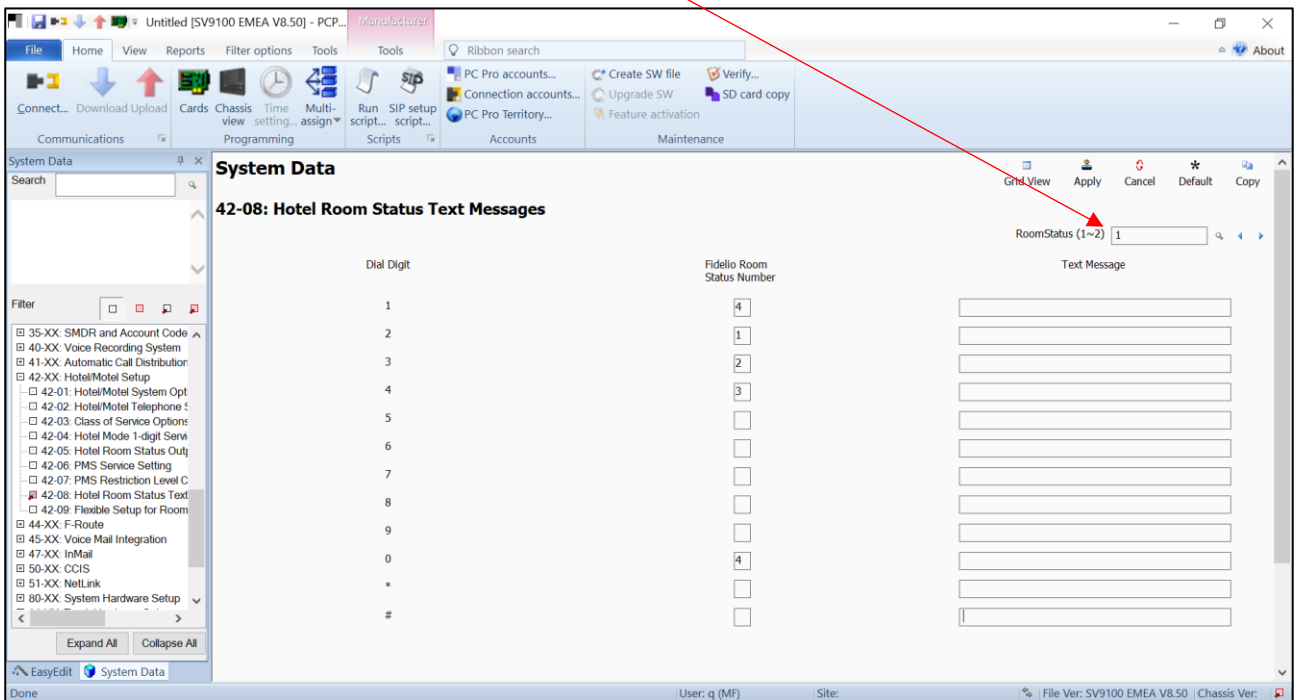


Figure 9 42-08 Hotel Room Status Text Messages

## InMail Integration

For integration with InMail Voice Mail system it is necessary to enable the “4PM” message. This function deletes messages, and resets the greetings for a Hotel subscriber mailbox when a new guest is checked into the room. This is set in the screen below or PRG45-02.

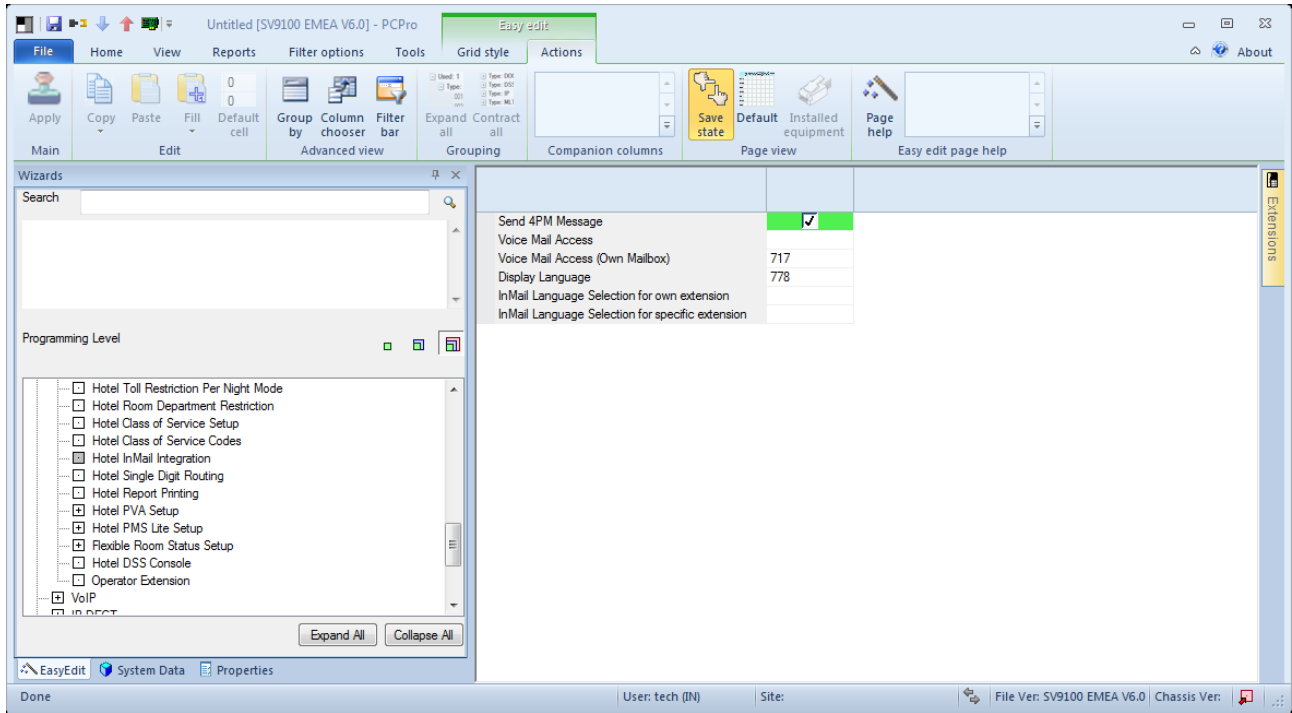


Figure 10 InMail Integration

## Assign Operator Extension

For Message Waiting Indication to be set from InHotel it is a requirement that an Operator extension is configured on the PBX as below or PRG20-17.

This is usually the Reception extension telephone.

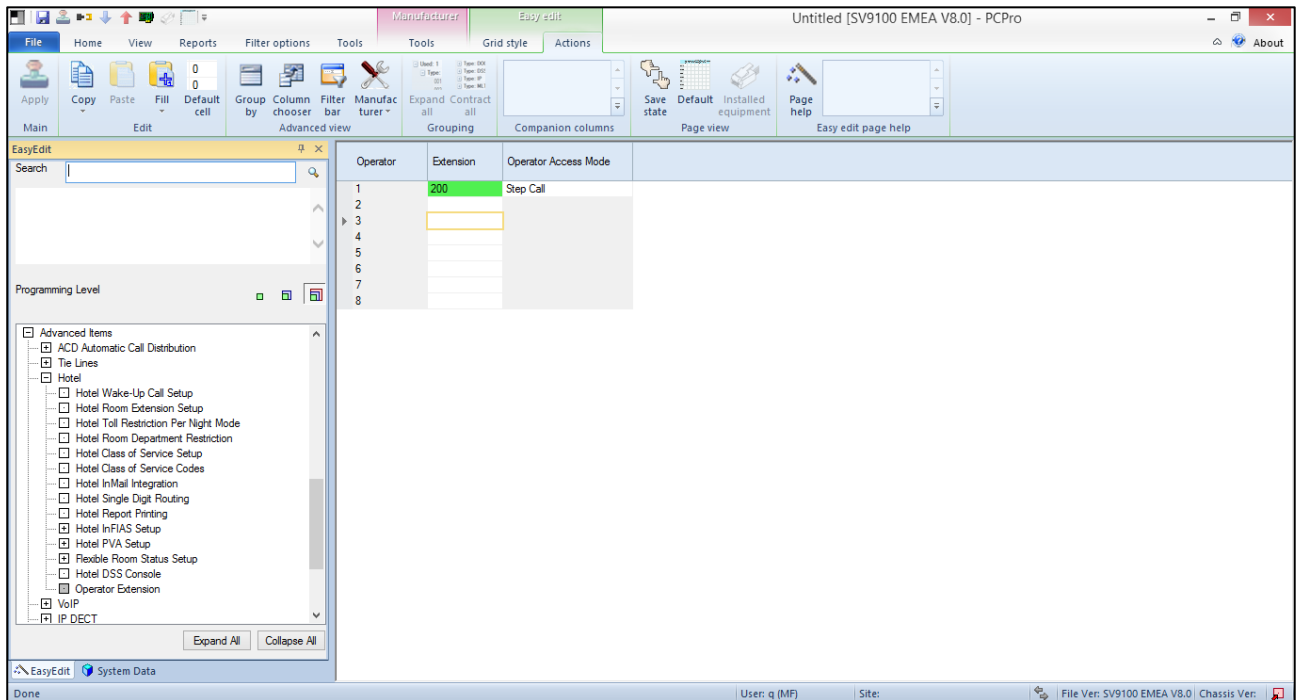


Figure 11 Assign operator Extension



# Installing the On-board Application

Navigate to the InApps Application Manager page at

<http://X.X.X.X/html/apps/manager.cgi>



Click the jigsaw Install icon and navigate to the **inhotel-XXX.pkg** file and select. Loading should only take a few seconds.

You will then see the InHotel Application within the list of Installed Applications.



Click the Install icon to begin installation.

Installation should be complete within a short period, up to 3 minutes.

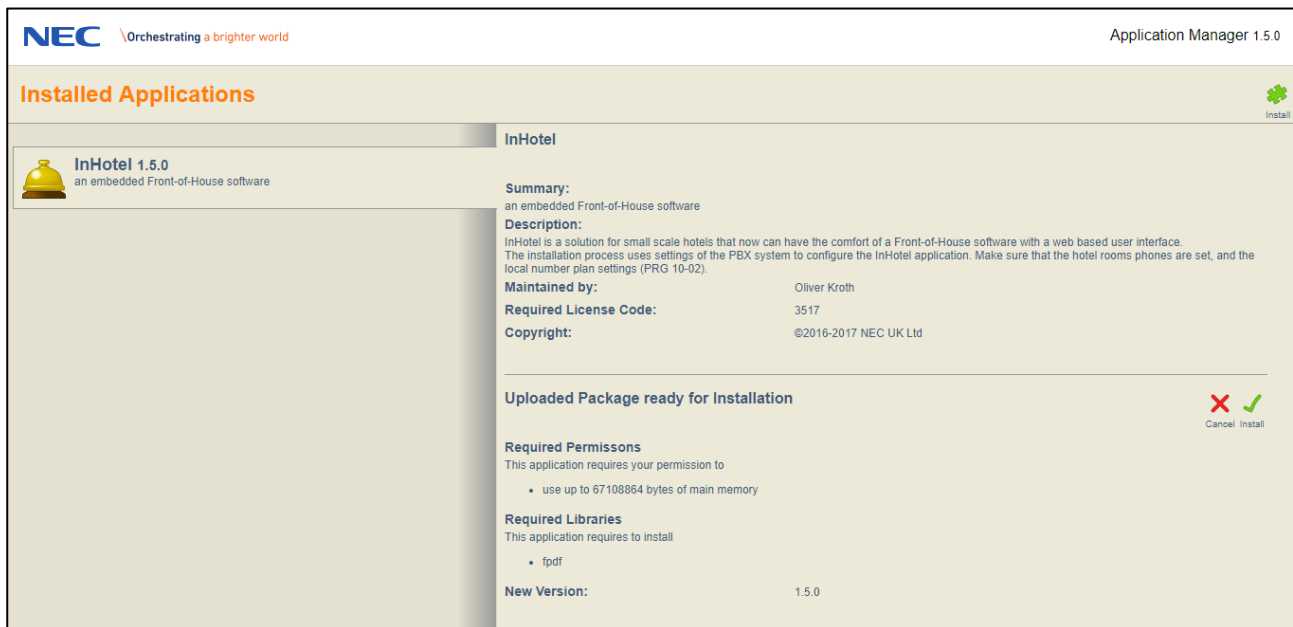


Figure 12 Application manager control page

InHotel will automatically read the hotel rooms defined within the PBX and create rooms based on the extension names.

# Starting InHotel

After the initial installation it is necessary to start InHotel. Once started the application should continue to run even if the PBX is reset.

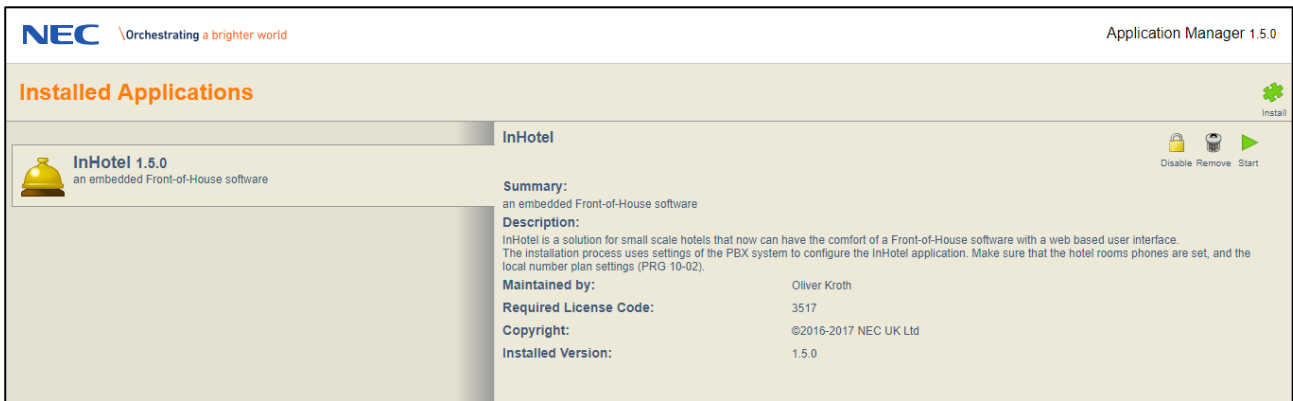


Figure 13 InHotel summary page

## Configure InHotel Database

The InHotel Database contains all information about the hotel, guests, products and stays. During the initial configuration it is necessary to modify the application to suit your hotel.

### Set PBX Username and Password for InHotel

Once InHotel has started one of the main settings required is for the ability for InHotel to set parameters on the PBX for manipulation of features e.g. guest language settings etc.

In order to do this it is necessary to set the PBX username and password within InHotel.

*Note: this is used for the InHotel to manipulate the PBX settings not the InHotel user login credentials.*

From the home page select the System button.

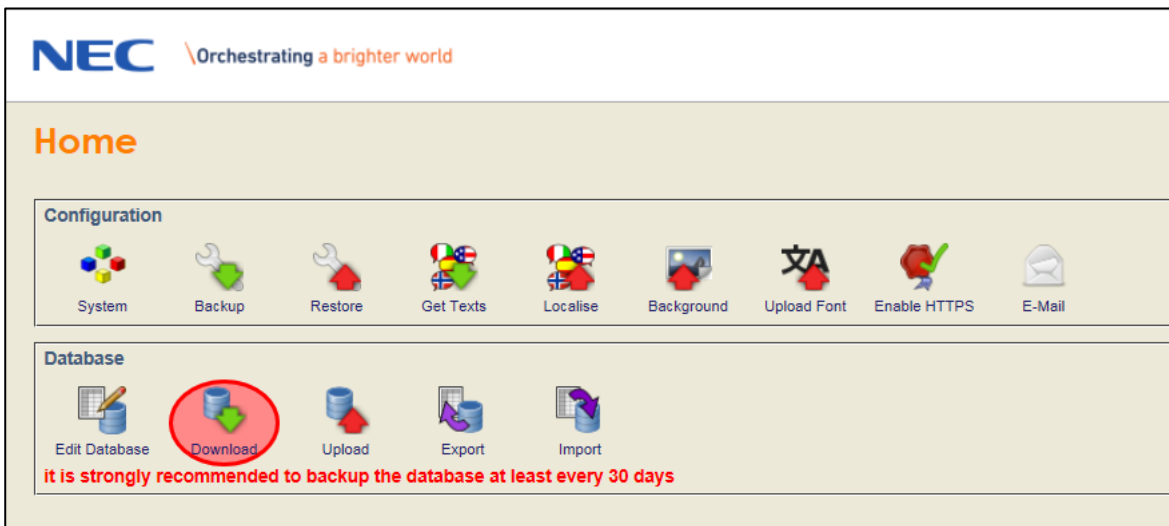


Figure 14 – Home/Configuration settings

Set the Username and Password for the PBX.

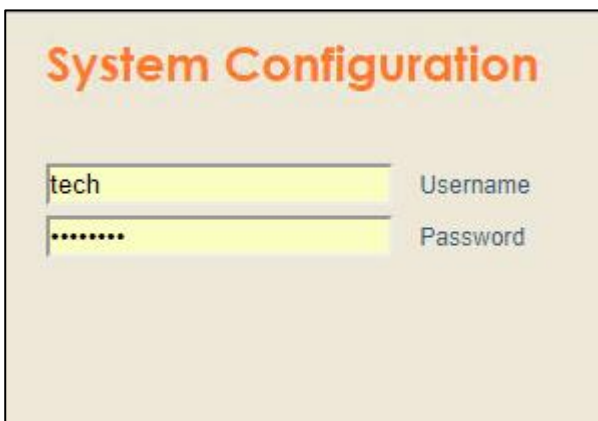


Figure 15 – PBX Username and Password settings

## Uploading Fonts

In order to configure InHotel for some countries e.g. Japan it may be necessary to upload additional fonts to InHotel.

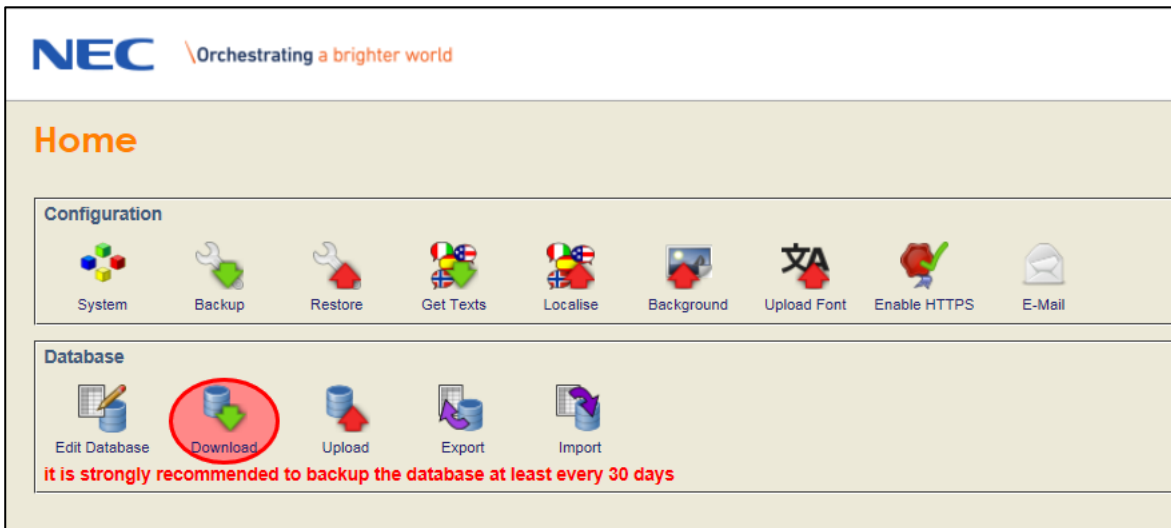


Figure 16 InHotel Home Screen

Select the 'Upload Font' option and then select the required font.  
It must be a TrueType font with a Unicode charmap.



Figure 17 Upload Font

## Database maintenance screen

Select the 'Configure' option from Application Manager to access the database maintenance screen.

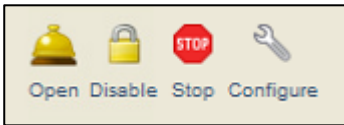


Figure 18 - On Board application controls

Login using the default InHotel username and password 'tech' and '12345678'

In order to change or create a new login see 'User Settings' below.

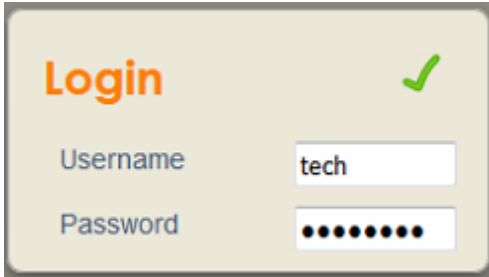


Figure 19 - Login prompt

To configure the hotel, Edit the Database.

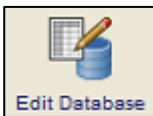


Figure 20 – Edit Database

## User Settings

It is possible to set individual user names and passwords so as to limit access to the configuration settings of the database.

	Name	Group	LoginID	Password
1	Installer		tech	*****
2				*****

Figure 21 User Settings

To add a new user enter the following information:

- Name,
- Group – enables the ability to group users together to simply assigning tasks to logins e.g. Room Maids, Receptionists etc. Groups are created by adding a user without loginID.
- LoginID
- Password.

*Note: The password is case sensitive.*

	Name	Group	LoginID	Password
1	Installer		tech	*****
2	Maintenance			*****
3	InOTA		inota	*****
4	Reception			*****
5	Tom	Maintenance	Tom	*****
6	Sid	Maintenance	Sid	*****
7	Lisa	Reception	Lisa	*****
8	Percy	Reception	Percy	*****

Figure 22 New LoginID

After a new user has been created, the permissions should be allocated.

Select the User and then the rights from the drop down lists. User rights can be given to a group which effectively allows all members of the group to use the right.

- None = access to calendar and guest list only.
- Installer = access to InHotel configuration pages.

	User	Right
1	Installer	configureSystem
2	InOTA	configureSystem
3	Maintenance	
4	Reception	-none- configureSystem Maintain Paint Reception

Figure 23 Users' Permissions

In addition the rights can be created to a group and allocated to the users permissions

▼ Rights			
	Name	Description	Role
1	configureSystem	allows the configuration access	
2	Maintain	Maintains	-none-
3	Paint	Paints	configureSystem Maintain
4	Reception	Receptions	Paint Reception

Figure 24 Rights

## Contacts Database

The Contacts Database is populated when new guests are created.

The first contact however is the Hotel itself, this contact should be modified to contain the name and contact details of the hotel and they will be used on the Invoice and other documentation.

Contacts database																
	Name	Profile	Gender	FirstName	Middle	LastName	Building	StreetAndNr	ZIP	City	State	Country	EmailAddress	PhoneNumber	MobileNumber	FaxN
1	NEC Hotel	Company						Innovation House Mere Way	NG11 6JS	Ruddington		United Kingdom of Great Britain and Northern Ireland	hotel@emea.nec.com	+44 (1234) 56789		

Figure 25 Contacts database

## InHotel Configuration

InHotel Configuration settings set personalised individual settings for the hotels requirements.

Item	Value
WakeupCallInterval	5
WakeupCallAttempts	3
NightAudit	04:30:00
StayoverScan	13:30:00
EarlyCheckIn	
LateCheckOut	11:00:00
LateArrival	
KeepFolioDays	61
LastBackup	
LastInvoiceNr	3
LastChange	2019-11-11 04:30:05
DepartOnCheckout	-

Figure 26 InHotel Configuration

### WakeupCallIntervall

Minutes between wake-up call attempts; i.e. how many minutes each attempt is delayed from the previous

### WakeupCallAttempts

maximum number of wake-up calls made for the same scheduled wake-up call. When all those calls are not answered, the call is marked as missed, prompting a pop-up box to appear at the workstations.

### Night Audit.

Time of day the night audit task is run, which works as a database tidy-up process.

### Early-Checkin

Currently not used; will be used when the services for early checkin are implemented.

### LateCheckOut:

Time of day the scan for departed guests is run, which sets checked-out stays automatically to departed.

### LateArrival

Currently not used; will be used when the services for late arrival are implemented.



### KeepFolioDays

Number of days that the folio data, including stay, reservation, and postings are kept after a guest has departed.

After that time, they are moved to an archive to reduce the active database size. These records can still be loaded manually in the departed guest list.

SV9100: 3MB live database + 10MB archive

SL2100 500KB live database + 3MB archive

10 bytes/record is an approximate figure.

On the SL2100 it is possible to store 50,000 records, and on the SV9100 3,000,000 records.

### LastBackup

Timestamp of last database backup download from the configuration screen. Do not edit!

### LastInvoiceNr

Counter for invoices, can be set to a start value

### LastChange

Timestamp of last database change. Used as protection against replaying old journal files.

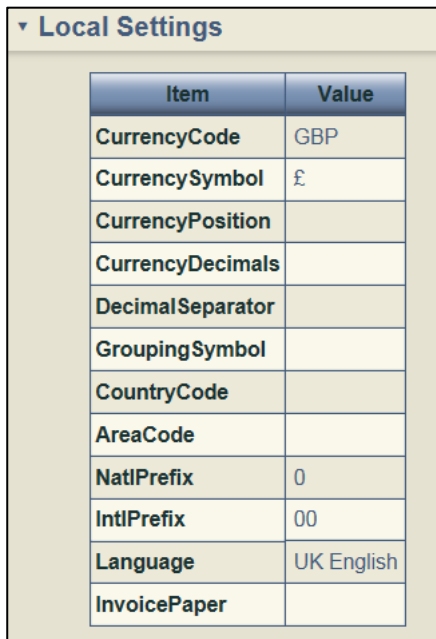
### DepartOnCheckOut

When set, a guest that is checked out is immediately departing.

## Local Settings

Localisation options are available to change the currency and also help categorise telephone calls.

This area also enables the manipulation of the Invoice Paper type between A4 and Letter.



Item	Value
CurrencyCode	GBP
CurrencySymbol	£
CurrencyPosition	
CurrencyDecimals	
DecimalSeparator	
GroupingSymbol	
CountryCode	
AreaCode	
NatlPrefix	0
IntlPrefix	00
Language	UK English
InvoicePaper	

Figure 27 Local settings

### Currency Code

The currency code for the required country e.g. GBP, USD, EUR etc.

**Currency Symbol**

The symbol used for the currency e.g. £, \$, € etc.

**Currency Position**

The position of the currency symbol in relation to the amount.

**Currency Decimals**

Defines the amount of decimals in the fractional part of the currency.

**Decimal Separator**

Defines the symbol used to separate the integer part from the fractional part of the currency. Also known as the Radix character.

**Grouping Symbol**

Defines the symbol used for the thousands separator.

**Country Code**

The numerical international country code e.g. 44 for UK, 1 for USA.

**Area Code**

The telephone area code e.g. for 0115 for Nottingham, UK.

**NatlPrefix**

The prefix, or combination of digits, which must be dialled before an area (city) code when dialling a call to a subscriber from inside his own country but outside his own numbering area. E.g. 0 for UK, 1 for USA.

**IntlPrefix**

The digit, or combination of digits, such as "00" or "011", that must be dialled before a country code when dialling a call to a country other than the one from which the call is being placed.

**Language**

The language as used by InHotel.

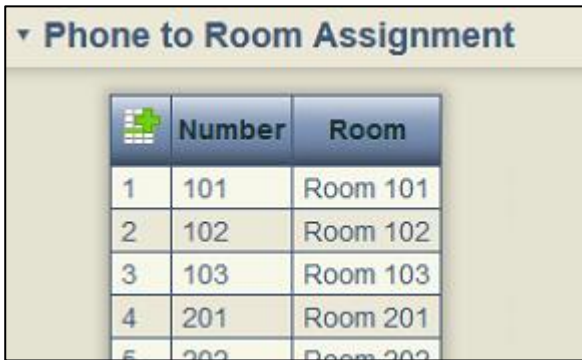
**InvoicePaper**

The paper size used for the generation of the invoice. A4 or letter.

## Phone to Room assignment

If any of the rooms have multiple phones then it is possible to associate more than one phone per room. By default it is assumed that rooms will only have one telephone extension.

InHotel will however, on installation, automatically assign multiple phones to one room if they have the same extension name.



	Number	Room
1	101	Room 101
2	102	Room 102
3	103	Room 103
4	201	Room 201
5	202	Room 202

Figure 28 Phone to room assignment table

## Products, product groups, packages and Payment definitions

Within this area it is possible to specify any items associated with the InHotel installation.

This can refer to room definitions, services, products, cancellation items etc.

Products, Product Groups, Packages, and Payments Definitions															
	Name	Description	Type	Group	Price	followSeason	MinibarCode	Tax1	Tax2	Tax3	Tax4	Tax5	ToDeliver	ToDoEveryDay	ToRetrieve
1	Room		group			-									
2	Phone Call		group			-									
3	Food&Beverages		group			-									
4	Food		group	Food&Beverages		-									
5	Beverages		group	Food&Beverages		-									
6	Minibar		group			-									
7	Services		group			-									
8	Single Bed		product	Room	59.00	-			VAT						
9	Double Bed		product	Room	79.00	-			VAT						
10	Suite		product	Room	159.00	-			VAT						
11	Int'l Call		product	Phone Call		-			VAT						
12	Nat'l Call		product	Phone Call		-			VAT						
13	Local Call		product	Phone Call		-			VAT						
14	Free Call		product	Phone Call		-			VAT						
15	Emergency Call		product	Phone Call		-			VAT						
16	Peanuts		product	Minibar	2.35	-	1024		VAT						

Figure 29 Product types and groups table

### Item number

This is the specific item entry number.

*Note: Items 1 -7 should not be moved or edited from their default positions.*

### Name

This is the name of the item in the product table

### Description

This is a brief description of the item in order to assist with future management and/or maintenance of InHotel.

### Type

The specific type of entry

- Group – a group of products
- Product – the actual product
- Package – a package of items
- Payment – defines the entry as a payment type
- Cxlfee – cancellation fee

### Group

The group to which the items belongs.

*Note: a group can be part of another group e.g. food is part of food&beverages group.*

### Price

The individual price for the specific item.

### FollowSeason

Defines whether the item follows the season times database.

This is specifically related to the room group.

### MinibarCode

This is the article number that can be used when adding an item to the folio by dialling the service code followed by the code in the room or by using the code when posting a charge from the Calendar view or Guest List.

**Tax 1-5**

These are the individual tax elements added to the item.

*See 'Create Room Rates' for detailed description.*

**ToDeliver, ToDoEveryDay, ToRetrieve**

These refer to templates in the Tasks database, which are used to automatically generate a task for providing the goods or services, and to collect them. Some services are required to be performed each day.

If, e.g. a cot is to be provided, the ToDeliver names the task to bring the cot to the room. ToRetrieve names the task to pick it up and return it from that room on departure.

A newspaper, e.g. could have a ToDoEveryDay task to put the newspaper to the room's door.

## Create room rates

Modify the room rates under Products, product groups, packages, and payment definitions.

Hotel rooms do not have a value assigned by default. The default types are Single Room, Double Room and Suite.

It is possible to create your own room types, these are assigned as a 'product' type in the 'Room' group.

Examples of room rates and applicable taxes are shown below:

Products, Product Groups, Packages, and Payments Definitions												
	Name	Description	Type	Group	Price	followSeason	MinibarCode	Tax1	Tax2	Tax3	Tax4	Tax5
1	Room		group			-						
2	Phone Call		group			-						
3	Food&Beverages		group			-						
4	Food		group	Food&Beverages		-						
5	Beverages		group	Food&Beverages		-						
6	Minibar		group			-						
7	Services		group			-						
8	Single Bed		product	Room	59.00	-		VAT	zero rate VAT	reduced VAT	State Tax	City Tax
9	Double Bed		product	Room	79.00	-			VAT			
10	Suite		product	Room	159.00	-			VAT			

Figure 30 Product types and groups table

Note: taxes are applied from Tax 1 to Tax 5 in order. Using the 'Single Bed' example above and the entries in 'Tax Details Definitions' ( Figure 35 Tax Details definitions

To show the figures the calculations are reversed.

The city tax is calculated as follows:

$$\text{nett} = 59 * (100/ 120) = 49.17, \text{ diff is tax: } 9.83$$

then the state tax (10% exclusive) is computed:

$$\text{tax} = 49.17 * 0.1 = 4.92$$

now the reduced VAT (10% inclusive) gets its share:

$$\text{nett} = 49.17 * (100/110) = 44.70, \text{ tax} = 49.17 - 44.70 = 4.47$$

finally the full VAT (20% inclusive):

$$\text{nett} = 44.70 / * (100/120) = 37.25, \text{ tax} = 44.70 - 37.25 = 7,45$$

## Verify room types

In the Room database you can assign your room types. This will be used to invoice the room at the correct rate. If you have more than one phone in the room then select the phone which is next to the bed for wakeup calls.

Additionally, set the maximum number of guests in the room under the 'Beds' heading.

Using 'CribProduct' column it is possible to define whether the room has the ability to add a crib.

Rooms Database													
	Name	Product	Beds	Location	Notes	WakeupCall	addOnBeds	isCombined	WakeupPhone	Stay	Status	LastInspected	CribProduct
1	Room 201	-none-						-	201				
2	Room 101	Single Bed						-	101				Crib
3	Room 102	Double Bed						-	102				
4	Room 103	Suite						-	103				
5	Room 104	Double Bed	2					-	104				

Figure 31 Room database table

## Tariff table

The tariff table is used to calculate the cost of phone calls. You can add more rows to create custom call billing.

*Note: InHotel will always apply the longest matching number first.*

▼ Tariff table						
	Number	Name	Price	Duration	Surcharge	Product
1	00	international	1.00	20	0.00	Int'l Call
2	0	national	0.50	60	0.00	Nat'l Call
3	0800	free call	0.00	0	0.00	Free Call
4	112	fire	0.00	0	0.01	Emergency Call
5	999	emergency	0.00	0	0.01	Emergency Call
6	1	local	0.20	60	0.00	Local Call
7	2	local	0.20	60	0.00	Local Call
8	3	local	0.20	60	0.00	Local Call
9	4	local	0.20	60	0.00	Local Call
10	5	local	0.20	60	0.00	Local Call
11	6	local	0.20	60	0.00	Local Call
12	7	local	0.20	60	0.00	Local Call
13	8	local	0.20	60	0.00	Local Call
14	9	local	0.20	60	0.00	Local Call

Figure 32 Call tariff table

For example, to add a custom rate for Mobile Calls.

Add a new row and define the mobile number prefix;

15	07	mobile	0.45	60	0.00	Mobile Call
----	----	--------	------	----	------	-------------

Figure 33 Mobile call rate

If you would also like this to display on the Folio as a 'Mobile Call' create a corresponding product type in Products, product groups, packages and payments definitions;

36	Mobile Call		product	Phone Call		-		VAT	
----	-------------	--	---------	------------	--	---	--	-----	--

Figure 34 Mobile call product type



## Create Tax details definitions

Numerous tax definitions can be created for allocation to products etc.

They can be named accordingly and applied as a percentage or fixed amount.

These taxation rates can be **inclusive**, where the cost show includes the tax, and **exclusive**, where the taxation is calculated as an extra and added to the cost.



	Name	Description	Percentage	Fixed	Exclusive	MaxNights
1	VAT	full V.A.T.	20.00	0.00	-	
2	reduced VAT	reduced V.A.T.	10.00	0.00	-	
3	zero rate VAT	zero rated V.A.T.	0.00	0.00	-	
4	State Tax		10.00		<input checked="" type="checkbox"/>	
5	City Tax		20.00		-	

Figure 35 Tax Details definitions

## Create Minibar items

Minibar items are added in the database under 'Products, product groups, packages, and payments definitions'

Click the 'add row' button 

Define the product description, the Type should be 'product', Group should be 'Minibar' and the code is entered by the maid when servicing the room. Confirm if a taxation class is applicable to the product.

The code can also be used when posting a charge to a room to act as a short code.

36	Chocolate Bar		product	Minibar	0.50	1111	VAT	
----	---------------	--	---------	---------	------	------	-----	--

Figure 36 Custom minibar item

## Cancellation Policies Database

The cancellation policies database defines staggered pricing schemes for cancellations of guaranteed reservations. For each time segment a scheme can be defined that computes a fee based on a percentage of a number of first nights' price, the percentage of the remaining nights' price plus some surcharge.

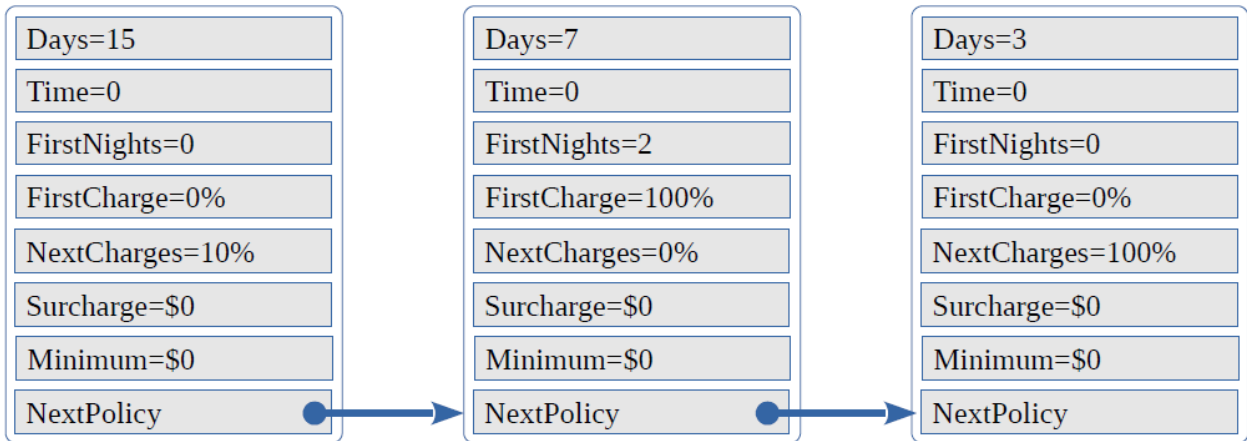


Figure 37 Cancellation Policies

The example shows a staggered policy with 10% charge of the total price if cancelled more than 15 days before, 2 nights' full charge until 7 days before check-in, and no refund at all if cancelled 3 or less days before check-in.

▼ Cancellation Policies										
	Name	Description	Product	Days	FirstNights	FirstCharge	NextCharge	Surcharge	Minimum	NextPolicy
1	15		Cancel fee	15	0	0.00	10.00			7
2	7		Cancel fee	7	2	100.00				3
3	3		Cancel fee	3			100.00			

Figure 38 Cancellation Policies Entries

### Name

This shows up in the rate's details and on the options in the select boxes.

### Description

This shows up e.g. in reservation confirmations.

### Product

Reference to a Product database entry of type "cxlfee" that defines the taxes. Rational is that the folio does not directly contain tax codes but refers to products being charged, and these contain the tax information. If the tax fields are empty, no tax is used.

*Note: in some German Cities (e.g. Berlin) the accommodation tax is due on a no-show, but not if the room had been cancelled. The same applies to the VAT, which is due on no-shows but not on cancellations. This can be modelled here using a no-show cancellation policy referring to a no show cancellation fee product that has the accommodation tax configured. It might be beneficial to define a no-show policy even for non-*

refundable rates, as when the stay has been cancelled, another cancellation fee 'product' without accommodation tax is referred to.

The product's description is used on the invoice together with the policy's description.

43	Cancel fee		cxlfee	Services		-		VAT												
----	------------	--	--------	----------	--	---	--	-----	--	--	--	--	--	--	--	--	--	--	--	--

Figure 39 Cancellation Product Entries

### Days

Number of days before expected check-in; 0 is the check-in day itself. The Cancellation policy is valid until that day. To process no-shows automatically, use a no-show 'cancellation' with Days set to -1, as these are processed in the night after arrival date. If left empty, the policy is valid at any time.

To define conditions for early departures, add a cancellation policy with Days = -99.

### FirstNights

How many nights are charged with the **FirstCharge** percentage, by default 1. For early departure conditions, firstNights counts from departure day.

### FirstCharge

Percentage of first nights' room charge, by default 100%

### NextCharge

Percentage of the remaining nights' room charge(s). By default 0%

*Note: to charge **all** nights, set **FirstNights** = 0, and set **NextCharge** accordingly.*

### Surcharge

Additional penalty, or discount if negative, expressed as monetary value.

### Minimum

Minimum charge to be paid, by default 0.

### NextPolicy

Reference to another policy that is used if the current one is not usable because its time has passed. One may have a list of cancellation policies for, e.g. 30 days, 14 days, and 3 days before expected check-in.

These are then chained as 30 days → 14 days → 3 days.

The last cancellation policy in the chain defines the deposit amount.

The first cancellation policy is used as standard policy.

## Create Seasonal Rates

Seasonal rates can be added to create special pricing for events or promotions. These can be defined for specific days of the week, or a period in time. These only apply to the 'Rooms' product group.

The selected colour is being used to indicate the season in the calendar view.

Season definitions						
	Name	Description	Rank	Colour	Raise	Surcharge
1	Summer	Vacation season		yellow	0.00	2000.00
2	Weekend	Lower frequency	2	orange	-30.00	0.00
3	F1 Weekend	Formula 1 racing weekend	1	purple	25.00	10.00
4	Bank Holiday Bonanza	Crazy deals	1	green	-50.00	

Figure 40 Season definitions table

Definitions can include fixed price increases/decreases or percentage increase/decreased. Once you have create a definition then create a time frame for the rate to be applied.

Season times database										
	Season	FirstDay	LastDay	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	Summer	2016-06-01	2016-09-10	✓	✓	✓	✓	✓	✓	✓
2	Weekend	1970-01-01	2243-10-16	-	-	-	-	-	✓	✓
3	F1 Weekend	2016-12-29	2016-12-31	✓	✓	✓	✓	✓	✓	✓
4	Weekend Bonanza	2017-01-03	2017-01-07	✓	✓	✓	✓	✓	✓	✓

Figure 41 Season times definitions

Finally the seasonal rates must be enabled against the product type. These only apply to the 'Rooms' product group.

Products, product groups, packages, and payments definitions									
	Name	Description	Type	Group	Price	followSeason	MinibarCode	Tax1	Tax2
1	Room		group			-			
2	Phone Call		group			-			
3	Food&Beverages		group			-			
4	Food		group	Food&Beverages		-			
5	Beverages		group	Food&Beverages		-			
6	Minibar		group			-			
7	Services		group			-			
8	Single Bed		product	Room	80.00	✓		VAT	
9	Double Bed		product	Room	90.00	✓		VAT	
10	Suite		product	Room	100.00	✓		VAT	

Figure 42 Seasonal rates highlighted for product types

## Import/Export Database

The import and export database options allow for the setting of commonly configured items that could be used across a series of similar or branded hotels.

Export converts selected tables of the database to a text format. These would never contain live data, just the static, configuration-like data.

Import parses the text and adds or modifies records in the database. It could, potentially, be used down to one field value.

From the home page select the Export button.

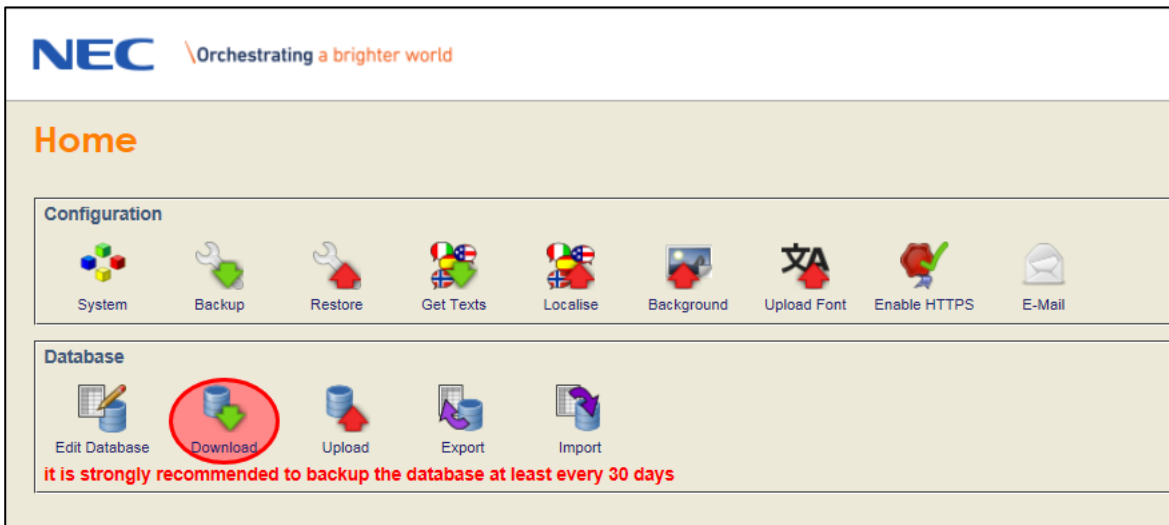


Figure 43 – Home/Configuration settings

This will give the option to save or open a text file for editing of commonly used settings within the database.

```
inhotel-1.8-20191120-130914 (1).txt - Notepad
File Edit Format View Help
SourceCodes
"Guest" {Description="No third party involved"}
"Hotel" {Description="E.g. bonus"}
"Travel Agency" {Description=""}
"Webservice" {Description=""}
"Other" {Description=""}

Locale
{CurrencyCode="GBP",CurrencySymbol="£",CountryCode="",AreaCode="",Nat1Prefix="0",IntlPrefix="00",Language="UK English"}

CancelCodes
"sick" {Description="Guest is sick"}
"Other" {Description=""}

Languages
{Code="AU"} {Name="Australian English",Display=1,InMail=3}
{Code="UK"} {Name="UK English",Display=1,InMail=2}
{Code="US"} {Name="US English",Display=1,InMail=1}
{Code="DA"} {Name="Danish",Display=9,InMail=19}
{Code="NL"} {Name="Dutch",Display=6,InMail=5}
{Code="BE"} {Name="Flemish",Display=6,InMail=23}
{Code="FR"} {Name="Parisian French",Display=3,InMail=12}
{Code="CA"} {Name="Canadian French",Display=3,InMail=4}
```

Figure 44 – Database settings – example

This file can then be edited and imported into InHotel, using the 'Import' option.

A previously created file can be imported in order to set commonly used settings across a series of hotels.

## E-mail Configuration

As InHotel sends a confirmation email upon booking and a copy of the invoice on check-out e-mail connection configuration information is required to be set.

From the home page select the E-mail button.

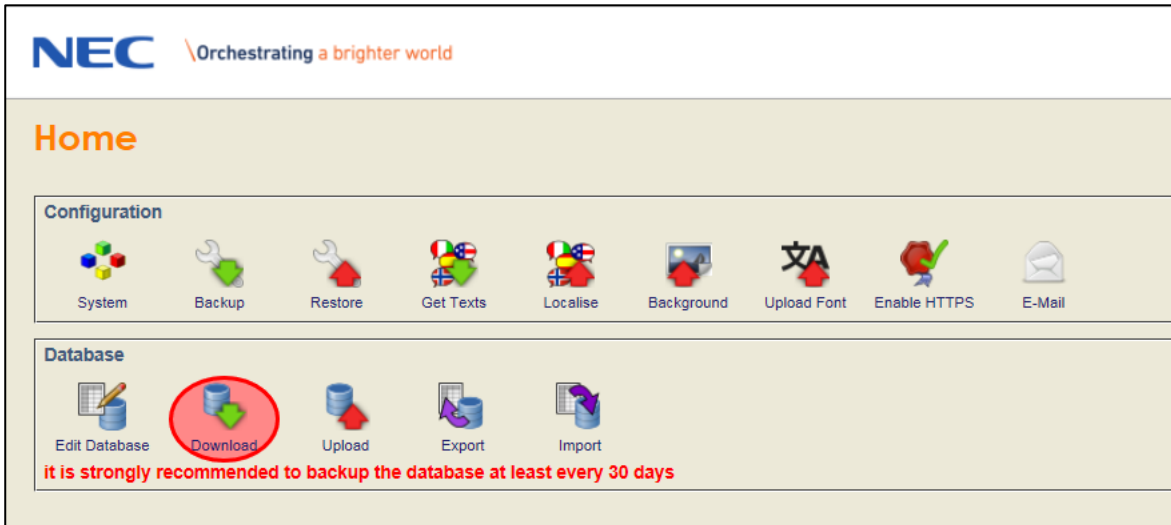


Figure 45 – Home/Configuration settings

### E-Mail Configuration

As this program sends e-mails, it needs an SMTP server and some e-mail account data. The SMTP username is used in the SMTP protocol as sender. The From: name shows up in the e-mail's header lines.

<input type="text" value="172.20.99.114"/>	Name or IP address of the SMTP Server to send mails
<input type="text" value="25025"/>	TCP Port for SMTP
<input type="text" value="hotel@dummy.com"/>	SMTP Username
<input type="text"/>	SMTP Password
<input type="text" value="StartTLS"/> ▼	transport encryption for sent e-mails
<input type="text"/>	Cc: address(es); these too, but in copy
<input type="text"/>	Bcc: address(es); these get the mail silently
<input type="text" value="inhotel@dummy.com"/>	From: name

Checkout email text

Confirm email text

Change reservation email text

#### Third Party to send Invoice

<input type="text"/>	To: address(es)
<input type="text"/>	Subject

Email text

Figure 46 E-mail Configuration

**Name or IP address of the SMTP Server**

This is the location of the SMTP server required for e-mail integration.

If the mailserver is entered as a hostname, then DNS must be entered in PRG command 10-12-13.

**TCP Port for SMTP**

The SMTP port as configured on the email server.

**SMTP Username**

The username of the e-mail account used for sending e-mails for InHotel.

**SMTP Password**

The password of the e-mail account user for sending e-mails for InHotel if required.

**Transport Encryption for sent e-mails.**

Select the encryption type that will be used for sending emails.

**CC: address(es)**

Enter the e-mail addresses to be copied on any e-mail sent.

**BCC: address(es)**

Enter the e-mail addresses to be blind copied on any e-mail sent.

**From:**

This will be the email address who the email is sent from.

**Checkout E-mail text**

This is the text that is included in any e-mail sent on guest checkout.

**Confirm E-mail text**

This is the text that is included in any e-mail sent on booking confirmation.

**Change reservation email text**

This is the text that is included in any e-mail sent on changing a reservation.

**Third Party to Send Invoice**

These settings will enable the sending of the invoice to an additional third party for auditing purposes etc.

**To:**

The e-mail address(es) that will receive the copied invoice.

**Subject**

The subject title of the e-mail.

**E-mail Text**

This is the text that is included in any e-mail sent to the third party invoice receiver.



# InOTA

InOTA is an additional middleware InAPP that connects InHotel to the online travel agency broker RoomCloud.

On one side it connects to InHotel like a webGUI component, on the other side it connects to RoomCloud, fetching the reservations that RoomCloud collects from the OTA sites.

the hotelier creates the offers for the rooms on the RoomCloud web GUI itself. They are also required to synchronise the rates and cancellations policies between InHotel and RoomCloud.

This enables hotels and pensions running InHotel to let their customer’s book online via Expedia, HRS, and 100+ more OTAs.

Installation is performed in the same way as for other InAPPs.

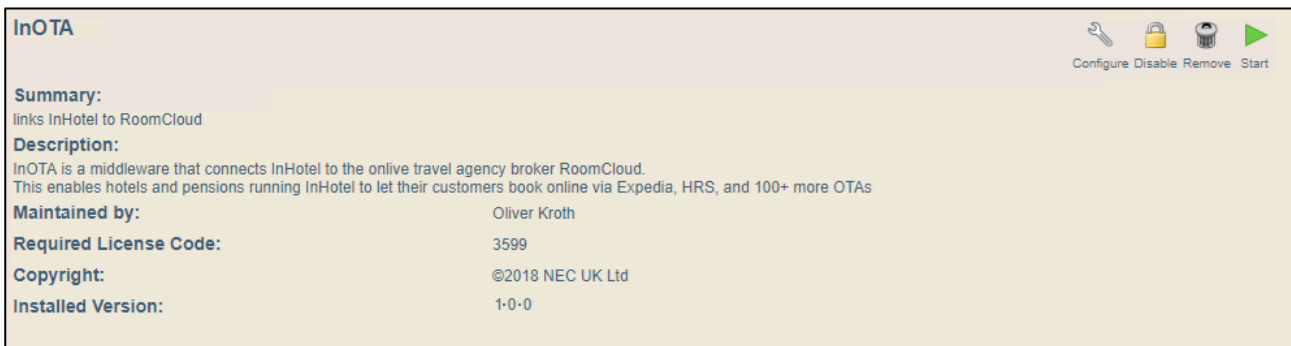


Figure 47 Installed InOTA

Upon Installation InOTA is configured by selecting the ‘Configure’ icon.

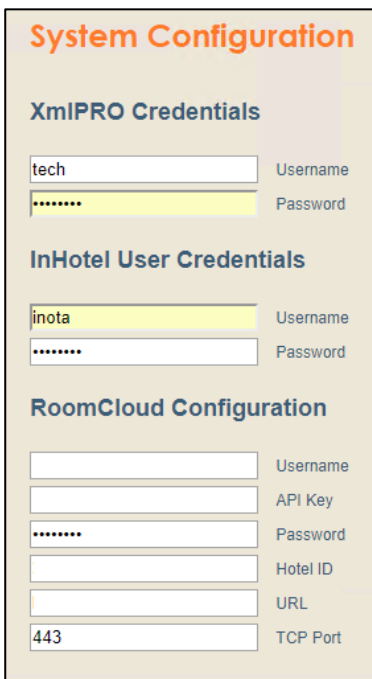


Figure 48 InOTA Configuration

The fields are configured in line with the PBX settings, InHotel configuration and the RoomCloud account details.

## XmIPRO Credentials

Enter the username and password for the PBX.

## InHotel User Credentials

Enter a username and password corresponding with details entered within InHotel 'User Settings' ensuring the user has permissions set to configure the system in 'Users' Permissions'.

▼ User Settings				
	Name	Group	LoginID	Password
1	Installer		tech	*****
2	Maintenance		Main	*****
3	InOTA		inota	*****
4	Reception		Rcpt	*****

▼ Users' Permissions		
	User	Right
1	Installer	configureSystem
2	Maintenance	
3	InOTA	configureSystem
4	Reception	

Figure 49 InHotel User Credentials

## RoomCloud Configuration

The fields in this area are supplied by RoomCloud in order for InOTA to communicate with them. These details will be supplied by RoomCloud.

## Additional Configuration

Care should be taken to ensure that room types and numbers are configured the same within InHotel and the RoomCloud application.

Room rates and cancellation policies are also required to be configured.

For each OTA site that RoomCloud is managing, a source needs to be defined in the Sources database, as rates (and the cancellation policies) may be available only to selected sources. InOTA will not look onto the data, as the conditions are configured in RoomCloud and the guest already made the reservation to these conditions when RoomCloud reports them. But it may be helpful to restrict the special conditions from other booking sources.

# Open the InHotel application

## Main screen

The main view of InHotel can be accessed through the application manager 'Open' button, or directly at <http://X.X.X.X/html/apps/hotel/hotel.cgi>

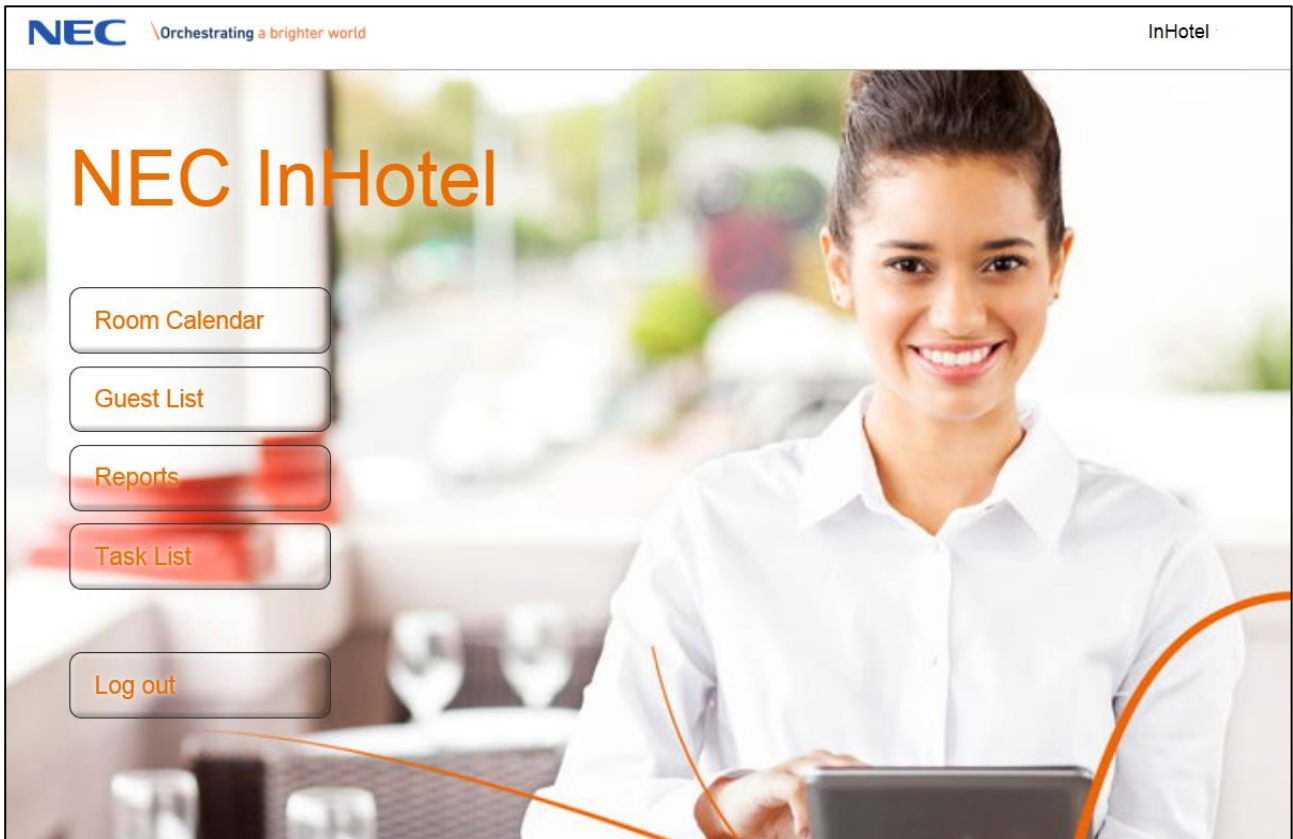


Figure 50 Main hotel welcome screen

The available options are

### Room Calendar

The room calendar is used to display the current and upcoming reservations against a calendar. This interface is used to create new reservations as well as check in and check out guests.

You can save the room calendar to your favourites, the URL is <http://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guicalendar>

### Guest List

The Guest List will display all stay information grouped by current status. This interface is used to see the status of a stay, as well as configure messages, wakeup calls and print invoices.

You can save the room calendar to your favourites, the URL is

<http://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guiguests>

## **Reports**

The reports area displays various preset reports regarding the status and availability of guest rooms within InHotel.

You can save the Reports area to your favourites, the URL is:

<http://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guireports>

## **Task List**

The task list area displays various tasks that are outstanding in InHotel.

You can save the Tasks List area to your favourites, the URL is:

<http://X.X.X.X/html/apps/hotel/hotel.cgi?cmd=guitasks>

# Common Functions

## Navigate the Calendar View

Most functions within InHotel are accessed by holding down the left mouse button and selecting the option from the pop up menu.

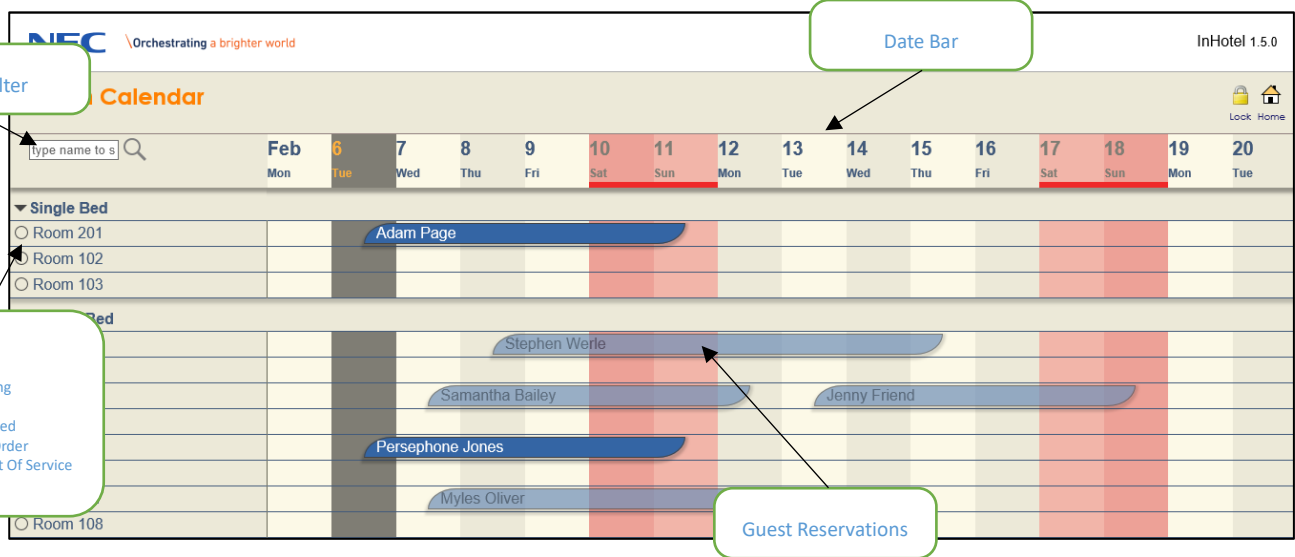


Figure 51 Calendar View

By default this page shows the next two weeks. It is possible to change this by holding down the left mouse button anywhere on the Date Bar and selecting an option.

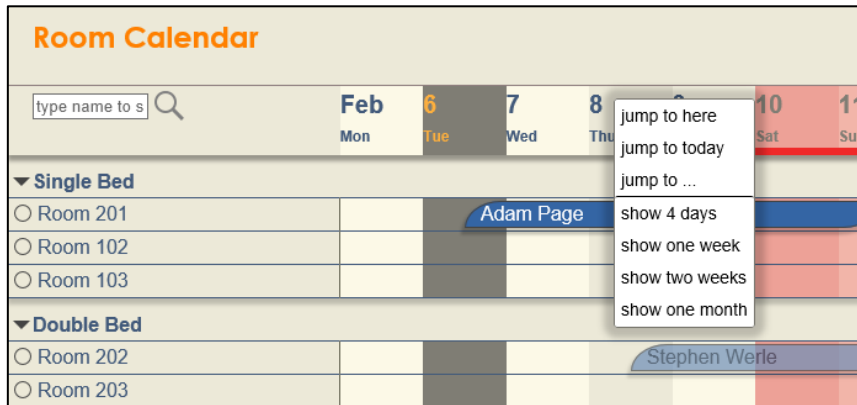


Figure 52 Date bar navigation

## Use the Guest Filter

Using the Guest Filter can help you to easily find a reservation. This can be part of the first or last name of the guest. The filter is applied immediately and will display all matches and removes non-matching reservations.

Room Calendar		Feb 6	7	8	9	10	11	12	13	14	15	16	17	18	19	
		Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon
<b>Single Bed</b>			Adam Page													
<input type="radio"/> Room 201			Adam Page													
<input type="radio"/> Room 102																
<input type="radio"/> Room 103																
<b>Double Bed</b>					Stephen Werle											
<input type="radio"/> Room 202					Stephen Werle											
<input type="radio"/> Room 203																
<input type="radio"/> Room 101				Samantha Bailey						Jenny Friend						
<input type="radio"/> Room 104				Samantha Bailey						Jenny Friend						
<input type="radio"/> Room 105				Persephone Jones												
<input type="radio"/> Room 106				Persephone Jones												
<input type="radio"/> Room 107				Myles Oliver												
<input type="radio"/> Room 108				Myles Oliver												
<input type="radio"/> Room 109				Myles Oliver												

Figure 53 Guest Calendar without Filters

Room Calendar		Feb 6	7	8	9	10	11	12	13	14	15	16	17	18	
		Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
<b>Single Bed</b>			Adam Page												
<input type="radio"/> Room 201			Adam Page												
<input type="radio"/> Room 102															
<input type="radio"/> Room 103															
<b>Double Bed</b>															
<input type="radio"/> Room 202															
<input type="radio"/> Room 203															
<input type="radio"/> Room 101															
<input type="radio"/> Room 104															
<input type="radio"/> Room 105				Persephone Jones											
<input type="radio"/> Room 106				Persephone Jones											
<input type="radio"/> Room 107															
<input type="radio"/> Room 108															
<input type="radio"/> Room 109															

Figure 54 Guest Calendar with Filter applied

## Create a new reservation

New reservations are created from the Guest Calendar.

To create a new reservation hold down the left mouse button on the arrival date of the guest against the room you would like to book. The New Reservation option will appear, release the mouse button when the New Reservation option is highlighted.

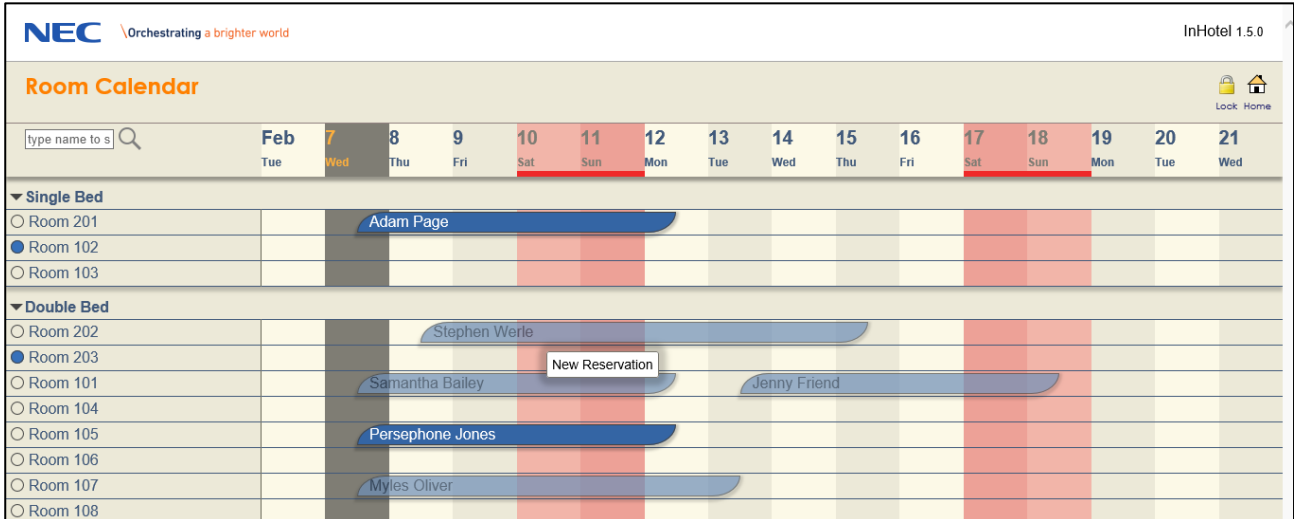


Figure 55 New Reservation in Guest Calendar

The blue bars that appear are used to define the length of the stay. Click on the departure date for the guest. This can be changed later.

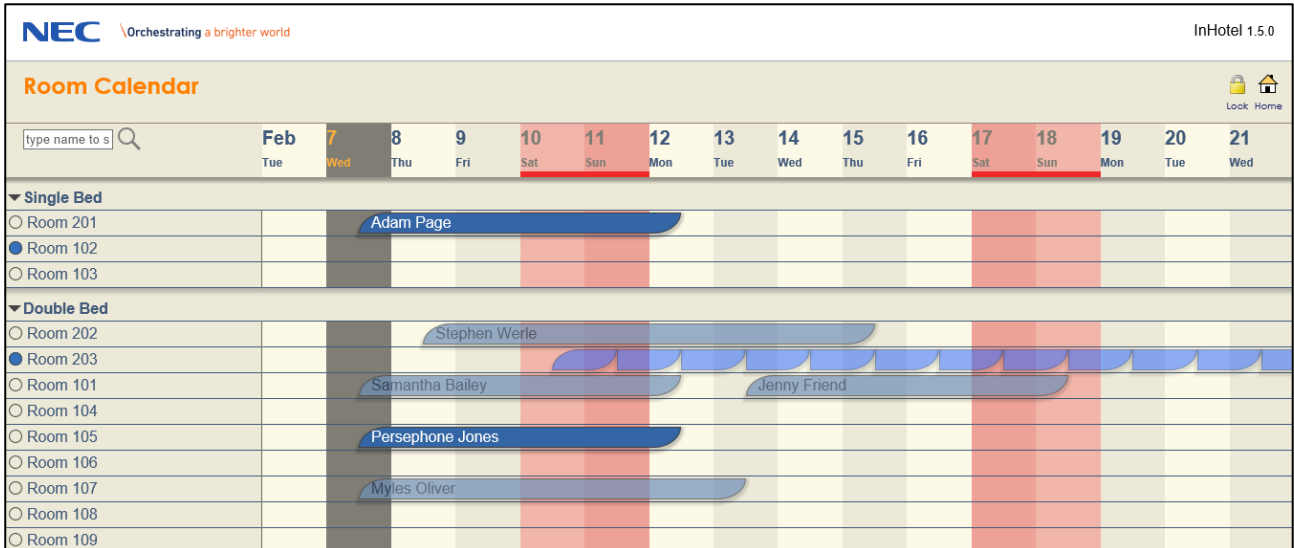


Figure 56 Define the duration of the guest stay

Once you select the Check Out date the New Reservation window will appear.



Figure 57 New Reservation

In this screen we define details about the guest and also the channel the stay was booked via.

- **Booker** – This is the person or entity responsible for booking the room. This could be a travel agent or the hotel itself for direct bookings.
- **Guest** – The individual who will occupy the room.
- **Number of Adults/Children** – Expected number of Adults and/or children. This is limited by room type.
- **Crib** – check the tick box to select crib allocation request to room if available. If the box cannot be checked the room is not suitable for a crib.
- **Market / Channel / Source** – This information is captured for later reporting functions.
- **Rate** – Defines the rate used for the booking.
- **Notes** – Enter some notes for the guest stay.

If the guest does not exist in the drop down menu, then click the New Contact button to create a new record.



## New Contact ✖ ✔

Name

Post Address

Street and Number

ZIP, City

State

Country

Phone Number

Mobile Number

FAX Number

E-Mail Address

Nationality

Language

Passport Number

VIP Status

Colour

Notes

Figure 58 New contact record creation

The guest stay is then reserved against the room.

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### Room Calendar

type name to s 🔍

	Feb	7	8	9	10	11	12	13	14	15	16	17	18	
	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
<b>▼ Single Bed</b>														
<input type="radio"/> Room 201			Adam Page											
<input checked="" type="radio"/> Room 102														
<input type="radio"/> Room 103														
<b>▼ Double Bed</b>														
<input type="radio"/> Room 202			Stephen Werle											
<input checked="" type="radio"/> Room 203			Mina Harker											
<input type="radio"/> Room 101		Samantha Bailey					Jenny Friend							
<input type="radio"/> Room 104														
<input type="radio"/> Room 105		Persephone Jones												
<input type="radio"/> Room 106														
<input type="radio"/> Room 107		Myles Oliver												
<input type="radio"/> Room 108														
<input type="radio"/> Room 109														

Figure 59 New guest reservation shown in calendar

## Confirm a guest reservation

If a guest confirms their reservation with a deposit then you can display this on the guest calendar by holding down the left mouse button and selecting 'Confirm'.

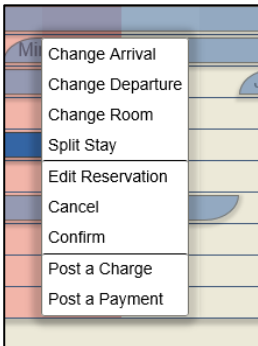


Figure 60 Left button menu

When you confirm a guest stay the reservation is shown in green.

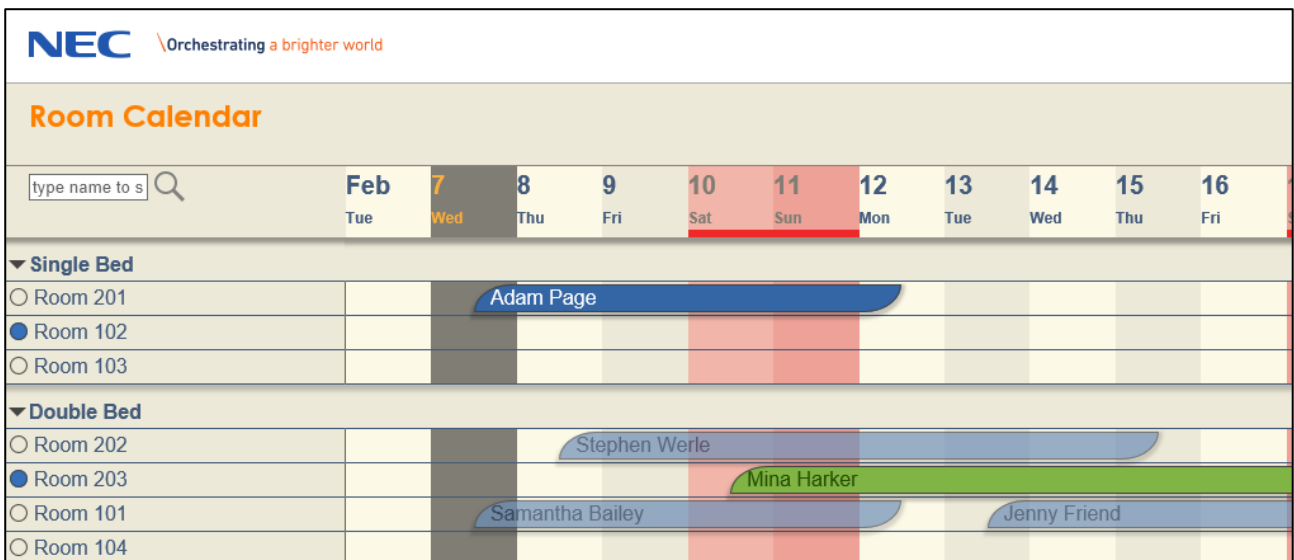


Figure 61 Confirmed reservation shown in guest calendar

If you take a deposit payment for the guest, this can be logged on the Folio account via the Guest list or the context menu against the stay it is possible to Post a Payment.

The payment can be made against the booking in the calendar view by holding down the left mouse button.

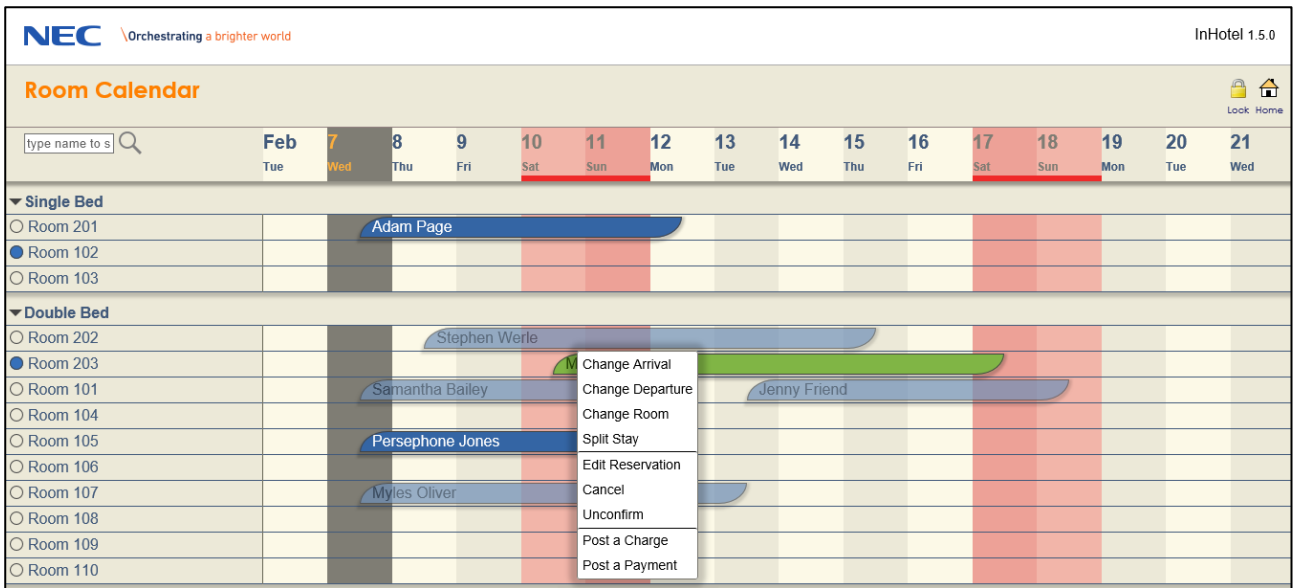


Figure 62 Confirmed reservation shown in guest calendar

The Folio account is managed in the Guest List. The guest stay will be shown either under Reservations or Arrivals Today, depending upon the guest arrival date.

Hold down the left mouse button to show the Folio menu, and select Payment.

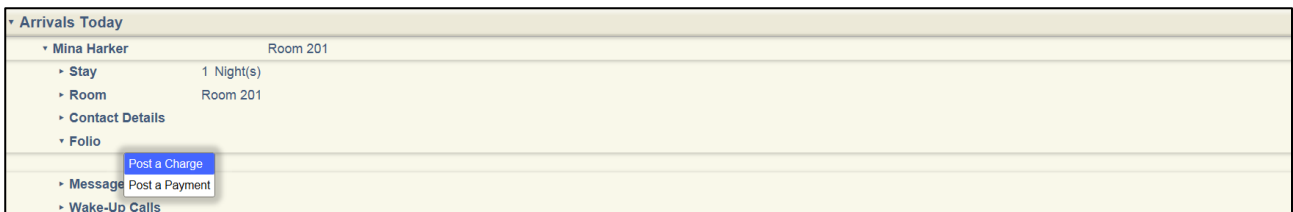


Figure 63 Guest List Folio account

Post a credit to the room for the amount of the deposit.

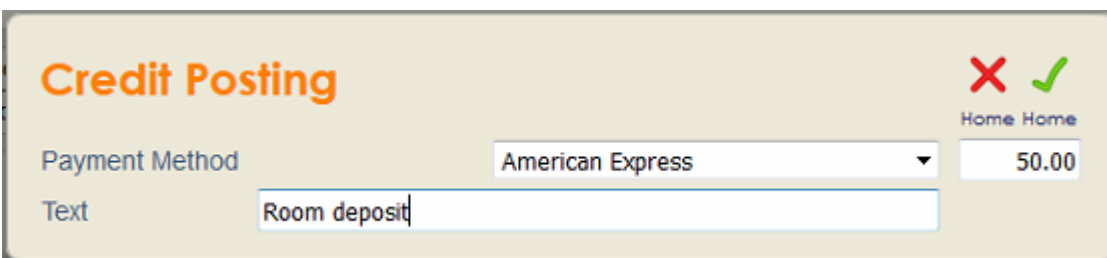


Figure 64 Posting a deposit

## Canceling a reservation

If a guest cancels their reservation this can be removed from the guest calendar by holding down the left mouse button and selecting 'Cancel'.

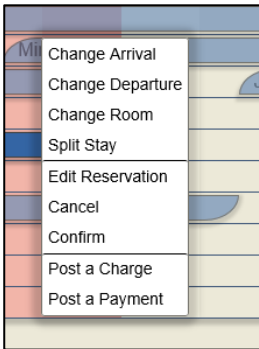


Figure 65 Canceling a reservation

A pop-up window is displayed in order to select the reason for cancellation.

 A screenshot of a 'Cancel Reservation' pop-up window. It features a title bar with a red 'X' and a green checkmark. The form contains:
 

- Cancel Reservation** (Title)
- Cancellation Reason**: A dropdown menu with 'Guest is sick' selected.
- Guest**: A text field containing 'Mina Harker'.
- Notes**: A text area containing 'you can enter some notes here'.

Figure 66 Cancellation reason

Upon confirmation of cancellation the booking is removed from the calendar and logged in the cancellation area of the Guest List.

If Cancellation Policies have been assigned a charge is created and added to the folio.

Mina Harker		Room 101			
Stay	1 Night(s)				
Room	Room 101				
Contact Details					
Folio					
Date	Product	Description	Quantity	Value Each	Value Total
2019-10-24	Cancel fee		1	£79.00	£79.00
<b>Total</b>					<b>£79.00</b>

Figure 67 Cancellation in Guest List

Payments can be posted and the invoice printed by holding down the left mouse button and selecting the required option.

Date	Product		Description
2019-10-24	Cancel fee	Post a Charge	
		Post a Payment	
		Print Invoice	
<b>Total</b>			

Figure 68 Cancellation Payment and Invoice Printing

## Move a guest reservation to different room

Once a reservation is created then you can move them to a different room. To do this, hold down the left mouse button against the reservation in the Room Calendar. You will see the 'Change Room' option.

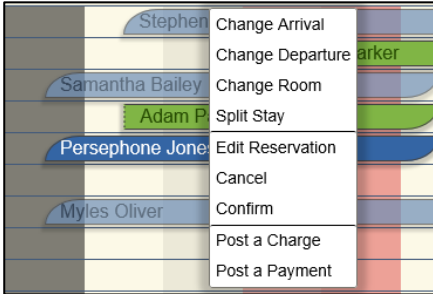


Figure 69 Moving a reservation to a different room

When you select the option to move the reservation to a different room, then all rooms which can accommodate that stay will be highlighted. Click on the new room to move.

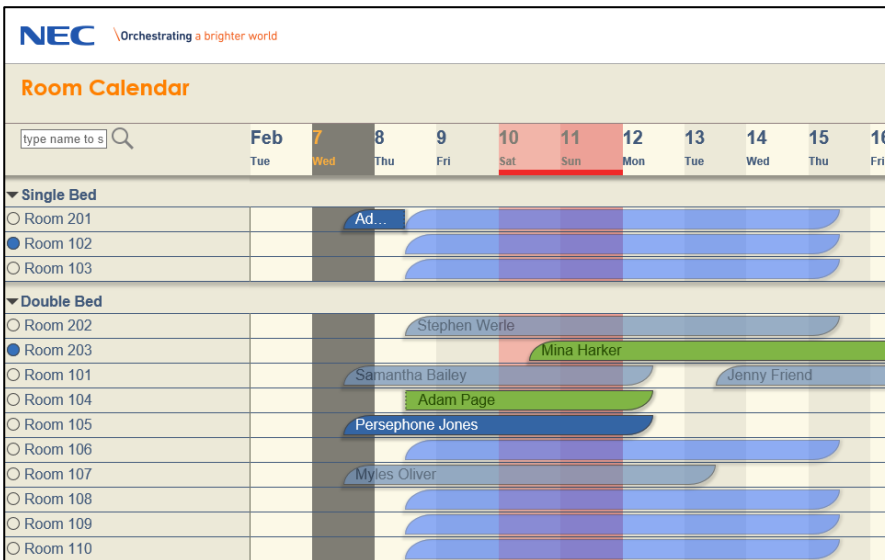


Figure 70 Available rooms are highlighted

## Change arrival or departure dates

It is possible to change the arrival or departure dates for a guest reservation.

It is possible to change the departure date for a checked in guest.

To change either the arrival or departure date, hold down the left mouse button against the reservation in the Room Calendar and select the appropriate option.

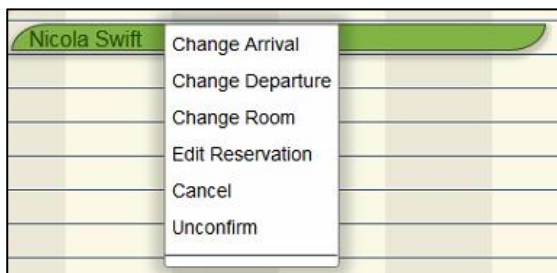


Figure 71 Reservation options

You will see blue bars appear to indicate the available arrival or departure dates.

Changing the arrival date does not change the duration of the stay, you must then amend the departure date.

Changing the departure date does extend the duration of the stay.

*If there is another stay booked in this room you cannot extend the dates past the room availability. It may be necessary to move the guest to another room with more availability.*

## Check In a guest

To check in a guest hold down the left mouse button on stay using the Guest Calendar.

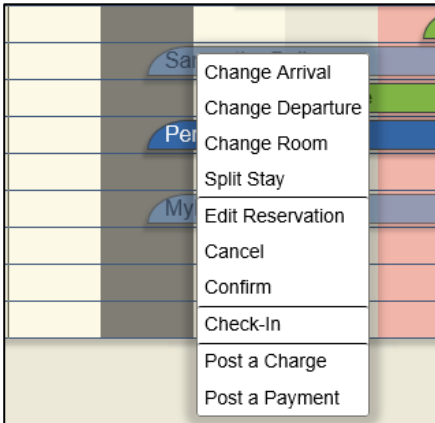


Figure 72 Guest Calendar: Hold down the left button on Guest name to show menu

After clicking Check-In InHotel will state the status of the room and ask for confirmation for the check-in, specifically if the room is dirty or not inspected.

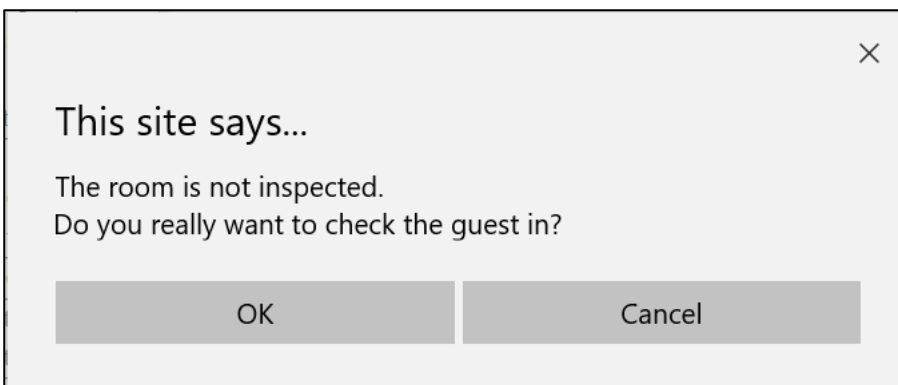


Figure 73 Check in confirmation.

The guest name will change to white text when they are checked in.

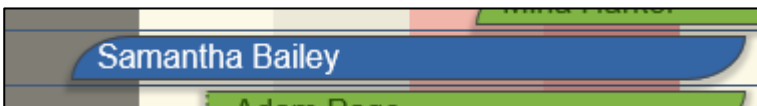


Figure 74 Checked In Guest

When the guest is checked in then you are able to make external telephone calls from the room. Any calls made are now captured by InHotel and automatically charged to the room account.



## Undo Check-in

After Checkin it may be necessary, for a variety of reasons, to undo the check-in.

*Note: The operation is limited to the same day and the room charge is voided.*

This can be achieved by holding down the left mouse button on the checked in guest and selecting 'undo check-in'.

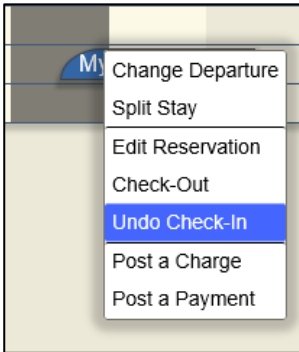


Figure 75 Guest Calendar: Hold down the left button and select Undo Check-In

When undo check-in is selected the reservation is highlighted in a different colour to differentiate the reservation.



Figure 76 Undo Check-In

At this point the toll restriction class, or call barring, is changed to prevent external calls being made.

After the Undo Check-In has been performed it is then possible, if required, by holding down the left mouse button on the reservation, to edit the reservation including moving the guest to another room and cancelling the reservation.

Any charges that have already been accrued in the folio will be moved with the guest to the new room or, in the event of a cancelled reservation a pop-up will appear stating there are unpaid charges.

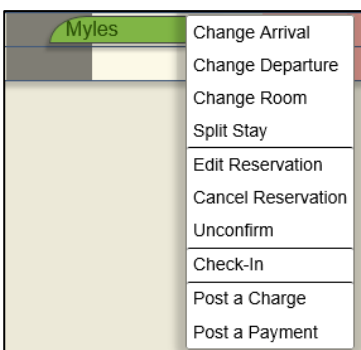


Figure 77 Options after Undo Check-In

## Split a Guest stay to other rooms

It is possible to split a guest stay between different rooms, this is possible both prior to and during their stay.

This is achieved by holding down the left mouse button on the reservation and selecting split stay.

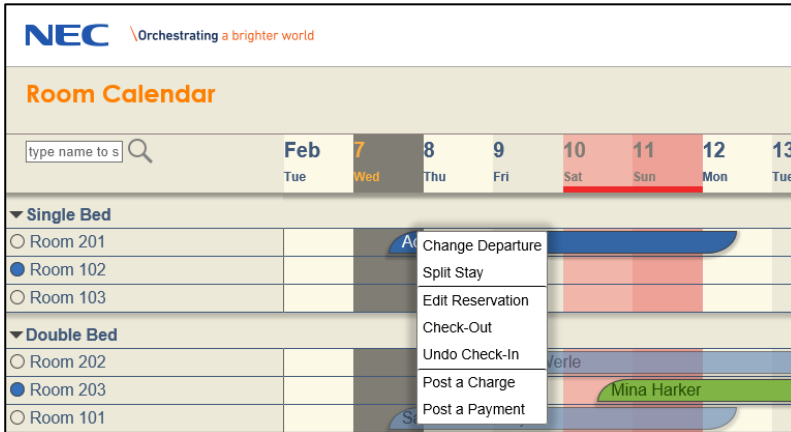


Figure 78 Moving a guest to a different room

When you select the option to split the stay the remaining days of the reservation are shown

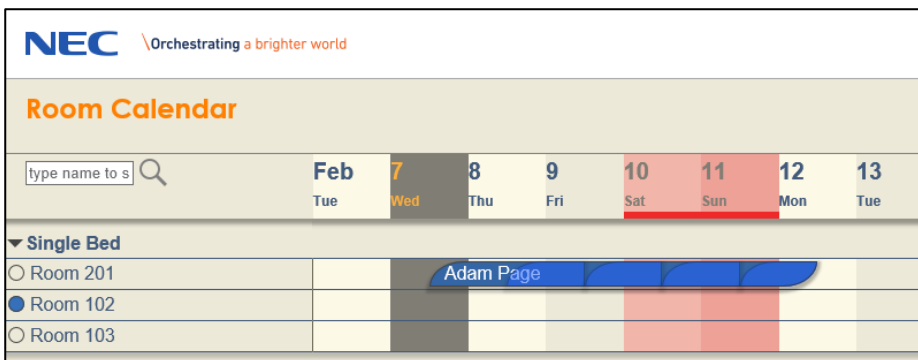


Figure 79 Selecting Split Stay

Selecting the day that the stay is to be split highlights the selection in green

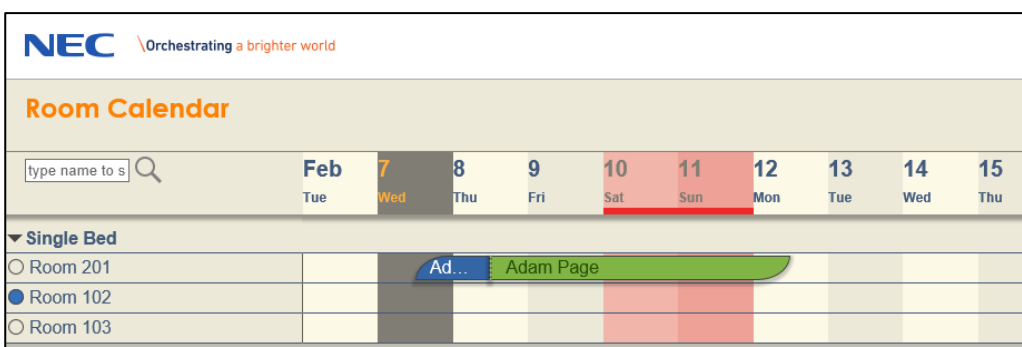


Figure 80 Selecting Split Stay

By holding down the left mouse button, change room can then be selected.

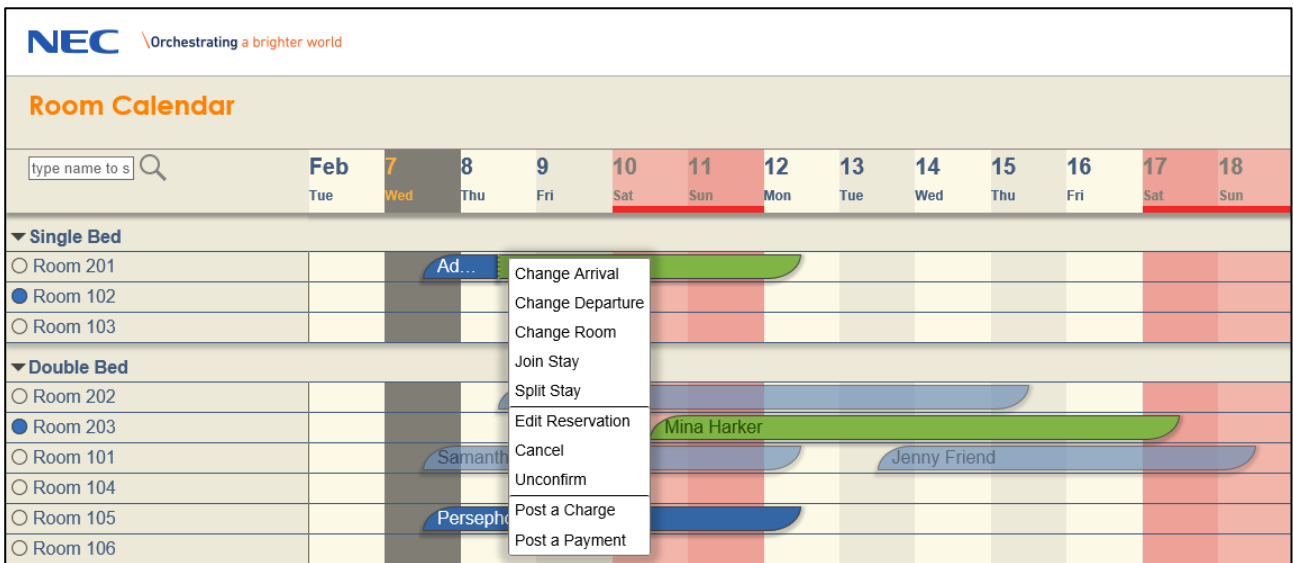


Figure 81 Selecting Change Room

Then all rooms which can accommodate that stay will be highlighted. Click on the new room to move.

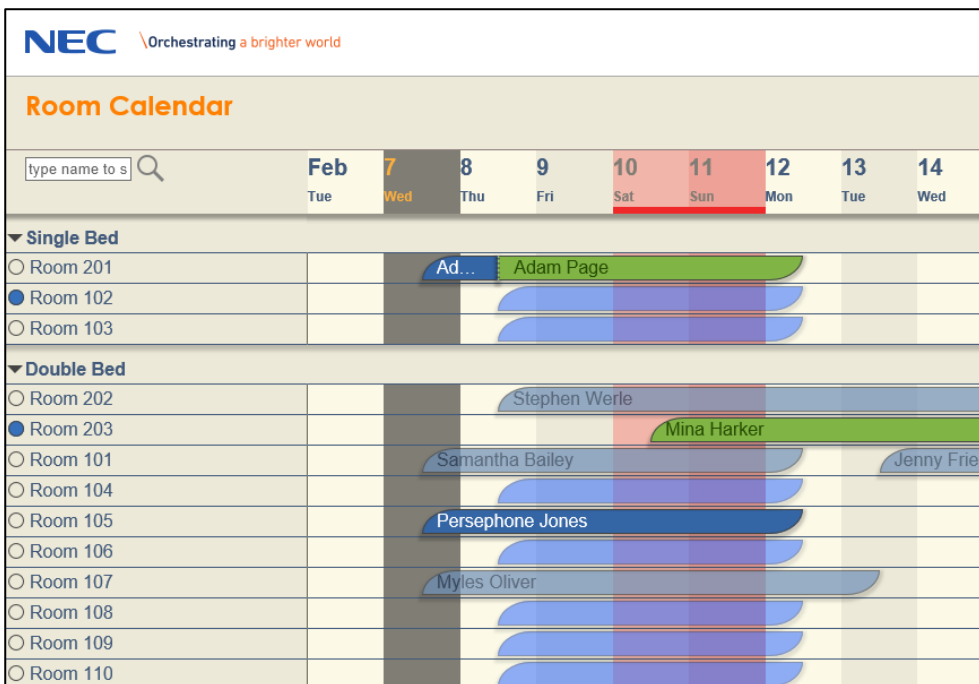


Figure 82 Available rooms are highlighted

Select the desired room

The screenshot shows the NEC Room Calendar interface. At the top, the NEC logo and tagline "Orchestrating a brighter world" are visible. Below is the "Room Calendar" header. A search bar contains "type name to s". The calendar grid shows dates from Feb 7 to Feb 16. The days of the week are: Tue (7), Wed (8), Thu (9), Fri (10), Sat (11), Sun (12), Mon (13), Tue (14), Wed (15), Thu (16). The calendar is divided into "Single Bed" and "Double Bed" sections. In the "Single Bed" section, Room 102 is selected (indicated by a blue dot) and highlighted in light blue. In the "Double Bed" section, Room 203 is selected (indicated by a blue dot) and highlighted in light blue. Other rooms and their occupancy are shown as colored bars: Room 201 (Ad...), Room 103, Room 202 (Stephen Werle), Room 101 (Samantha Bailey), Room 104 (Adam Page), Room 105 (Persephone Jones), and Room 102 (Mina Harker).

Figure 83 Selected rooms are highlighted

The guest should then be checked out of the original room and then checked into the new room.

## Hotel room (maid) status

The status of the room can be set by the maid using the room telephone.

To set the status of the room from the room telephone;

- Lift the receiver
- Dial 740 (PRG11-14-14) followed by the status code
  - 0/1= inspected
  - 2= dirty
  - 3= Maid in Room
  - 4= Cleaned
- Wait 3 seconds or for the confirmation beep
- Replace the receiver

To set the status of the room from the operator telephone;

- Lift the receiver
- Dial 741 (PRG11-14-15)
- Dial the extension number of the room followed by the room status
  - 0/1= inspected
  - 2= dirty
  - 3= Maid in Room
  - 4= Cleaned
- Wait 3 seconds or for the confirmation beep
- Replace the receiver

It is also possible to administratively set the room status from the InHotel Room Calendar for the purpose of reporting. If the room status is subsequently set through the telephone this will overwrite the status set in InHotel.

The context menu also shows the current status as a coloured bullet and the new when the mouse hovers over it.

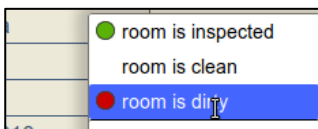


Figure 84 Hold down the left mouse button to see room options

## Block telephone calls from a room

You can block telephone calls from the room using the Room Calendar. Hold down the left mouse button on the room name to set call barring.

Call barring only affects external calls, hotel rooms are always able to call reception.

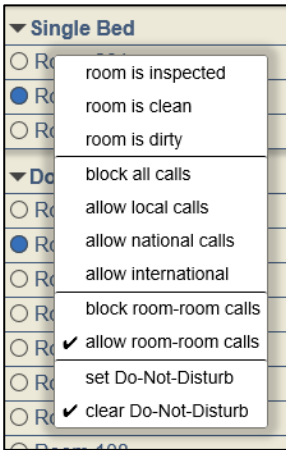


Figure 85 Telephone blocking options

Toll Class	Description	0XXXX – Local	0 - National	00 – International	999/112 - Emergency
10	Block all	✗	✗	✗	✓
11	Allow local only	✓	✗	✗	✓
12	Allow national only	✓	✓	✗	✓
13	All international	✓	✓	✓	✓

## Charge minibar items to a room

It is possible for the maid to charge minibar items to the room through the telephone, it is also possible for the InHotel operator to add items manually to the guest Folio.

All items with a minibar code can be charged via the room phone.

### Minibar operation for room maid

To charge a minibar item to the room

Lift the telephone receiver

- Dial service code 781 (PRG11-14-19)
  - Input the item number which is listed in the [database](#)
  - Press the hold button
  - Enter the quantity of items consumed
  - Press the hold button, you will receive a confirmation tone
- Repeat above or replace the receiver

The item/s are automatically charged to the guest account.

Folio					
Date	Product	Description	Quantity	Value Each	Value Total
2016-12-12	American Express	Room deposit			0.00
2016-12-12	Cash				0.00
2016-12-12	Double Bed		1		0.00
2016-12-12	Chocolate Bar		1	0.50	0.50
Total					0.50

Figure 86 Folio summary from Guest List

### Minibar operation for InHotel Operator

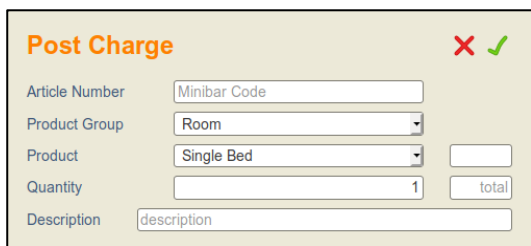
To add a minibar item manually, find the guest stay in Guest Lists, expand the Folio section and hold down the left mouse button at the top of the Folio summary (where it says Date/Product/Description).

Date	Product	Description
2019-10-24	Double Bed	Room Deposit
2019-10-24	American Express	
2019-10-24	Chocolate Bar	
2019-10-24	Cash	
Total		

Post a Charge  
 Post a Payment  
 Print Invoice

Figure 87 Folio summary

Select the option to Post a Charge, and then select the necessary product.  
The post charge dialogue has a minibar code field for quicker product selection.



Article Number	<input type="text" value="Minibar Code"/>
Product Group	<input type="text" value="Room"/>
Product	<input type="text" value="Single Bed"/>
Quantity	<input type="text" value="1"/> <input type="button" value="total"/>
Description	<input type="text" value="description"/>

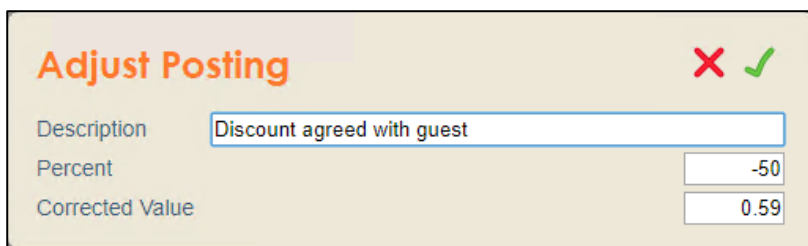
Figure 88 Manually add products to guest account

## Adjusting Postings

If it is required to adjust the price of a folio listing by a percentage, this can be achieved by pressing and holding the left click button against the posting and selecting 'adjust posting'.

A dialogue box is displayed in which it is possible to adjust the value.

A negative figure will reduce the value by the percentage specified.



Description	<input type="text" value="Discount agreed with guest"/>
Percent	<input type="text" value="-50"/>
Corrected Value	<input type="text" value="0.59"/>

Figure 89 Adjust posting by percentage.



## Setting Wake-Up Calls

Wake-Up calls are an integrated feature of the NEC PBX. Once set they are actioned automatically and no interaction is required by the InHotel Operator.

Wake-Up calls can be set by the hotel guest using the telephone, or by the InHotel Operator.

InHotel will repeat wake up calls according to the configuration, by default up to three attempts in two minutes steps.

### Wake-Up Calls set by the Guest

For the guest to program a Wake-Up call;

- Lift the receiver
- Dial 731 (PRG11-14-05) – The NEC PBX will answer
- Enter the time of the Wake-Up call in 24 hour format (ie 06:30 or 18:30)
- You will receive confirmation that the Wake-Up call is set

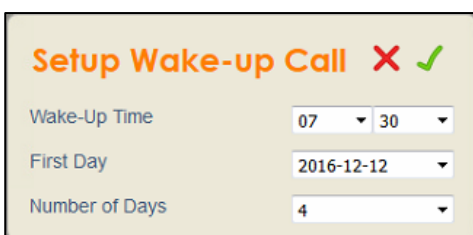
For the guest to cancel the Wake-Up call

- Lift the receiver
- Dial 732 (PRG11-14-06)
- The Wake-Up call is cancelled

### Wake-Up Calls set by InHotel Operator

To program a Wake-Up call, find the guest stay in the Guest List. Expand the view to show Wake-Up Calls. Hold down the left mouse button until you see the option 'New Wake-Up Call'

You can now create a Wake-Up call series. By default the Wake-Up call is set for 07:30 hours for every day of the guest stay. You can modify this as required.



Setup Wake-up Call <span style="color: red;">✗</span> <span style="color: green;">✓</span>	
Wake-Up Time	07 : 30
First Day	2016-12-12
Number of Days	4

Figure 90 Create new Wake-Up call

You can then see a summary of Wake-Up calls which are set for the room. To cancel a Wake-Up call, hold down the left mouse button and Edit the Wake-Up call. You can modify or cancel the Wake-Up call.

**Edit Wake-up Call** 🗑️ ❌ ✅

Wake-Up Time: 07:30

First Day: 2016-12-13

Number of Days: 1

Figure 91 Edit existing Wake-Up call

Cancelled Wake-Up calls are shown with a strikethrough.

Wake-Up Calls	
<del>2016-12-13</del>	<del>07:30:00</del>

Figure 92 Cancelled Wake-Up call

Answered Wake-Up calls are shown in green

Wake-Up Calls	
<del>2016-12-13</del>	<del>07:30:00</del>
2016-12-12	12:30:00

Figure 93 Answered Wake-Up call

Missed Wake-Up calls are shown in red.

Wake-Up Calls	
<del>2016-12-13</del>	<del>07:30:00</del>
2016-12-12	12:30:00
2016-12-12	12:35:00

Figure 94 Missed Wake-Up call

If a Wake-Up call is missed three times, by default, the InHotel Operator is notified, the operator phone will ring and InHotel will display a message on screen.

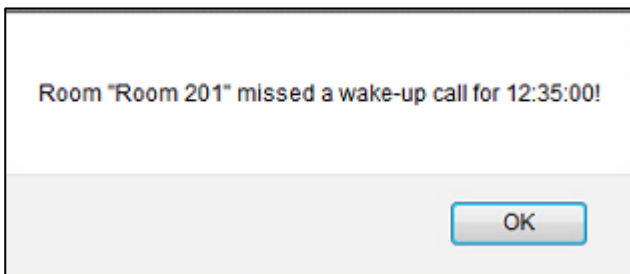


Figure 95 Missed Wake-Up call notification

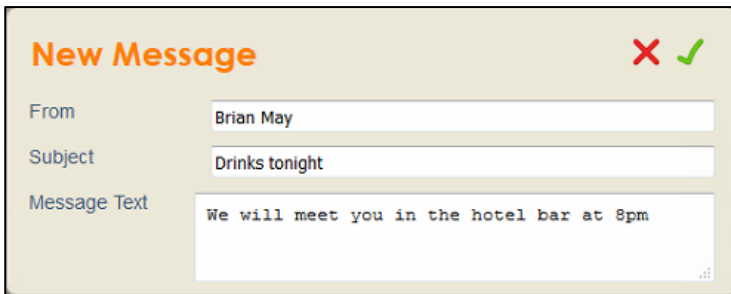
## Leave a message for a guest

### Leave an advance message for a guest

You can leave a message for a guest, no matter whether they are checked in or out. When the guest is checked in then Message Waiting Indicator is set on the room telephone.

To create a message for the guest, find the reservation in Room Lists and expand the view. Hold down the left mouse button over 'Messages' to create a new message.

Enter the details of the message to be created.



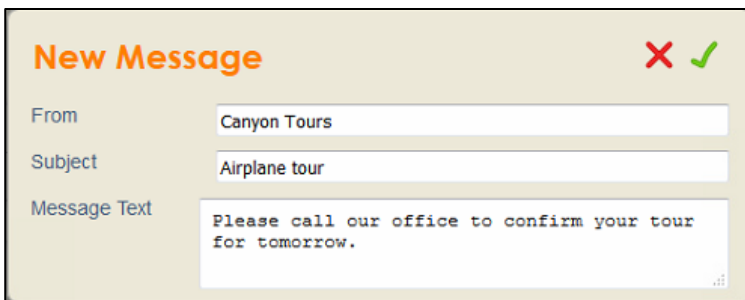
The screenshot shows a 'New Message' form with a title bar containing a red 'X' and a green checkmark. The form has three input fields: 'From' with the value 'Brian May', 'Subject' with the value 'Drinks tonight', and 'Message Text' with the value 'We will meet you in the hotel bar at 8pm'.

Figure 96 New message for guest

### Leave a message for a Checked In guest

To create a message for the guest, find the reservation in Room Lists and expand the view. Hold down the left mouse button over 'Messages' to create a new message.

Enter the details of the message to be created.



The screenshot shows a 'New Message' form with a title bar containing a red 'X' and a green checkmark. The form has three input fields: 'From' with the value 'Canyon Tours', 'Subject' with the value 'Airplane tour', and 'Message Text' with the value 'Please call our office to confirm your tour for tomorrow.'

Figure 97 New message for guest

When a new message is created the Message Waiting Indicator on the room telephone will flash to alert the guest.

Also, an envelope will be displayed by the guests name on the calendar view.

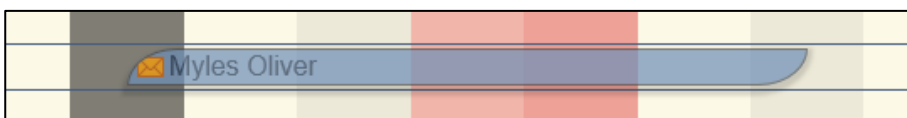


Figure 98 Calendar View Envelope

To cancel the message notification double click on the envelope icon.



Figure 99 New message



Figure 100 Delivered message

## Check Out a guest

To Check Out a guest, hold down the left mouse button on the stay on the Guest Calendar.

*Note: check-out can be made undone on the same day, as long as the guest did not depart.*

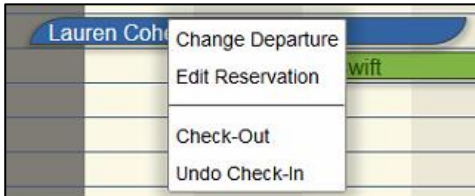


Figure 101 Stay options

When you check out of the room the stay is completed.

If a balance is still requires to be paid pop-up message will appear displaying the balance and prompting payment.

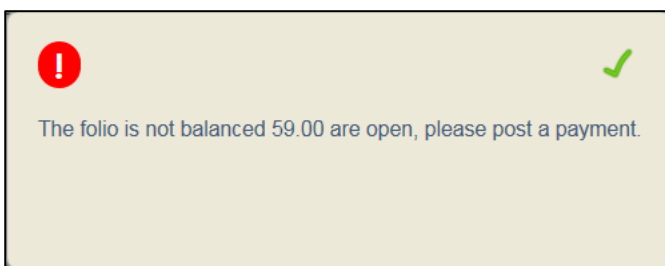


Figure 102 Folio to be balanced

When the balance has been settled, upon selecting check-out a pop up prompts if an invoice is required to be printed.

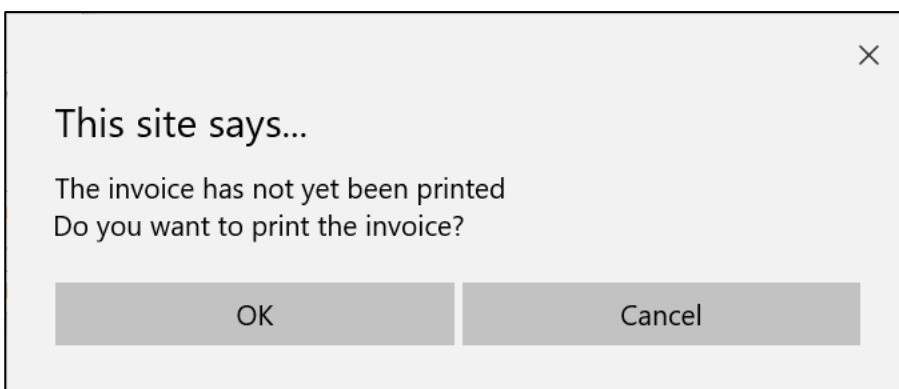


Figure 103 Invoice print confirmation.

After the invoice has been printed the guest can be checked-out.

## Produce Guest Invoice

When the guest stay is completed then you can produce an invoice for the customer.

Go to Room List and find the guest stay. Expand the Folio section, you can add the guest payment to the Folio by holding down the left mouse button at the top of the Folio summary (where it says Date/Product/Description) and selecting Payment.

Figure 104 Payment for hotel stay

To print the invoice, hold down the left mouse button and select 'Print Invoice'.

This will create a PDF document containing all the details of the guest folio.

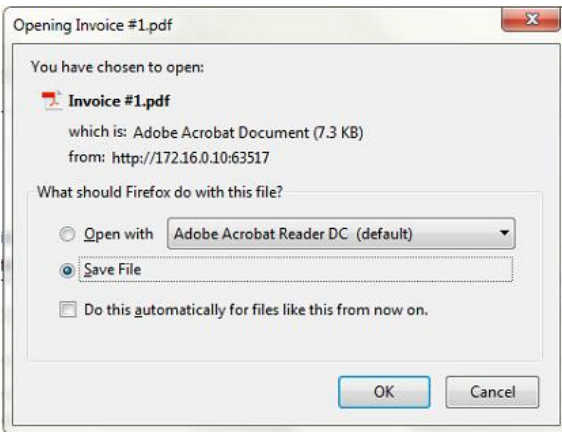


Figure 105 Save or Open the PDF Invoice

The Invoice can then be printed or emailed to the guest.

NEC Hotel and Spa				Invoice #1	
1234 Example Road Example29 United Kingdom of Great Britain and Northern Ireland 3X4MPL3					2016-12-12
01234 56789 0800 555 5555 hotel@example.com					
<hr/>					
Ms. Lauren Cohen 486 West Hollywood Boulevard Los Angeles 90028 United States of America					
<b>Date</b>	<b>Description</b>	<b>Quantity</b>	<b>Value Each</b>	<b>Value Total</b>	
2016-12-12	Chocolate Bar	1	0.50	0.50	
2016-12-12	Chocolate Bar	2	0.50	1.00	
2016-12-12	Added by reception				
	MasterCard			-1.50	
	Balance paid in full				
				<b>Balance Due</b>	<b>0.00</b>
<hr/>					
<b>Tax Analysis</b>					
<b>Tax Code Description</b>		<b>Nett</b>	<b>Tax</b>	<b>Gross</b>	
VAT		1.20	0.30	1.50	

Figure 106 Guest Invoice

## Guest Invoice pdf supported languages

Care should be taken in that the pdf creator within InHotel only supports the following languages supported by Windows-1252 encoding, items created in languages other than the stated supported languages may result in the item being displayed as blank text in the pdf invoice.

Afrikaans (af)  
Albanian (sq)  
Basque (eu)  
Catalan (ca)  
Danish (da)  
Dutch (nl)  
English (en)  
Faroese (fo)  
Finnish (fi)  
French (fr)  
Galician (gl)  
German (de)  
Icelandic (is)  
Irish (ga)  
Italian (it)  
Norwegian (no)  
Portuguese (pt)  
Scottish (gd)  
Spanish (es)  
Swedish (sv)

## InHotel Service Code Index

### Hotel room (maid) status

The status of the room can be set by the maid using the room telephone.

To set the status of the room from the room telephone;

- Lift the receiver
- Dial 740 (PRG11-14-14) followed by the status code
  - 1= Dirty
  - 2= Cleaning
  - 3= Cleaned
  - 4= Inspected
  - 5= Out of Order
  - 6= Out of Service
- Wait 3 seconds or for the confirmation beep
- Replace the receiver

To set the status of the room from the operator telephone;

- Lift the receiver
- Dial 741 (PRG11-14-15)
- Dial the extension number of the room followed by the room status
  - 1= Dirty
  - 2= Cleaning
  - 3= Cleaned
  - 4= Inspected
  - 5= Out of Order
  - 6= Out of Service
- Wait 3 seconds or for the confirmation beep
- Replace the receiver



## **Minibar operation for room maid**

To charge a minibar item to the room

Lift the telephone receiver

- Dial service code 781 (PRG11-14-19)
  - Input the item number which is listed in the database
  - Press the hold button
  - Enter the quantity of items consumed
  - Press the hold button, you will receive a confirmation tone
- Repeat above or replace the receiver

## **Wake-Up Calls set by the Guest**

For the guest to program a Wake-Up call;

- Lift the receiver
- Dial 731 (PRG11-14-05) – The NEC PBX will answer
- Enter the time of the Wake-Up call in 24 hour format (ie 06:30 or 18:30)
- You will receive confirmation that the Wake-Up call is set

For the guest to cancel the Wake-Up call

- Lift the receiver
- Dial 732 (PRG11-14-06)
- The Wake-Up call is cancelled

# Reports

The Reports displays a selection of preset reports.

In order to run a report simply open the particular required report.

Each report can be exported to pdf or CSV.

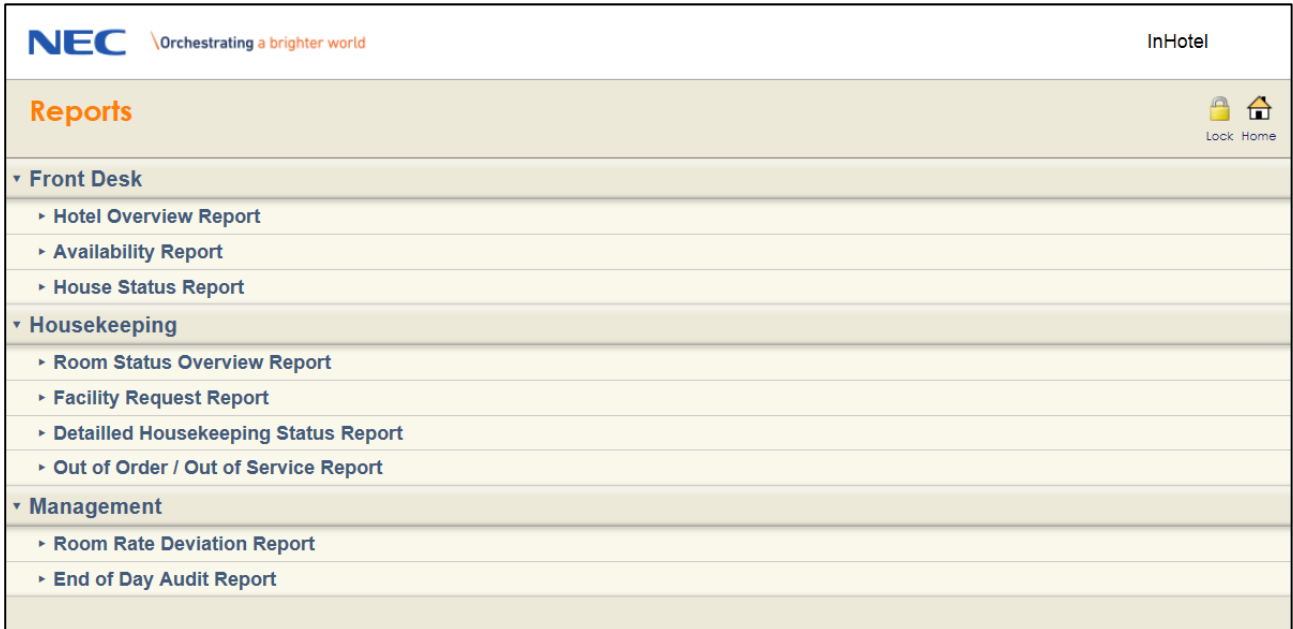


Figure 107 Reports

The reports are divided into 3 relevant areas:

- Front Desk
  - Hotel Overview Report
  - Availability Report
  - House Status Report
- Housekeeping
  - Room Status Overview Report
  - Facility Request Report
  - Detailed Housekeeping Status Report
  - Out of Order/Out of Service Report
- Management
  - Room Rate Deviation Report
  - End of Day Audit Report

# Tasks

Tasks are individual items that are logged against a room and assigned to individuals or groups.

## Creating a task

From the calendar view left click and hold the booking and select 'Create task' either prior to check-in, or after check-in

Change Arrival
Change Departure
Change Room
Edit Reservation
Cancel Reservation
Unconfirm
Check-In
Post a Charge
Post a Payment
Create Task

Change Departure
Edit Reservation
Check-Out
Undo Check-In
Post a Charge
Post a Payment
Create Task

Figure 108 Create Task

Figure 109 Create Task – After Check-in

Enter the details for the task:

### Create Task ✖ ✓

Name

Title

Description

Urgency

Progress

Start Date

Start Time

End Date

End Time

Duration

Created By

Assigned To

Company

Room

Room Status

Notes

Figure 110 Enter Task Details

### Title

Enter the title of the task

**Description**

Enter a brief description of the task

**Urgency**

Enter the required urgency of the task

**Progress**

The progress status of the task

**Start Date/time**

Enter the start date and time the task was submitted

**End Date/time**

Enter the end date/time the task is to completed by.

**Duration**

Enter the duration to complete the task

**Created by**

Automatically entered as the login ID that created the task.

**Assigned to**

Enter the User ID the task is assigned to

**Company**

Enter the company ID of the user

**Room**

Automatically allocated against the room on creation

**Room Status**

Displays whether the room is available whilst the task is completed

**Notes**

Enter any notes required

## Viewing Tasks

From the main screen select 'Task List'.

You can save the Tasks List area to your favourites, the URL is:

<http://X.X.X/html/apps/hotel/hotel.cgi?cmd=guitasks>

The tasks allocated to the User ID are displayed in priority order

NEC		Orchestrating a brighter world		InHotel
<b>Tasks</b>				Lock Home
▸ 2019-11-14	Sid	Shower curtain torn		
▸ 2019-11-14	Sid	TV not working		

Figure 111 User ID Tasks

By clicking on the task it is expanded and the details displayed.

NEC		Orchestrating a brighter world		InHotel
<b>Tasks</b>				Lock Home
▸ 2019-11-14	Sid	Shower curtain torn		
	Begin	2019-11-14		
	after	07:00:00		
	Finish	2019-11-14		
	before	23:00:00		
	Urgency	urgent		
	Progress	submitted		
	Assigned to	Sid		
	Task	Replace the shower curtain		
	Notes	Shower curtain is torn and requires replacing		
▸ 2019-11-14	Sid	TV not working		

Figure 112 User ID Task details

The task can be edited by left clicking the header line in addition to altering the status.

When the task is complete select 'Task Completed' and the task colour will change to green and the task will be moved from to the bottom of the task area for the UserID.

Edit Task
Task in progress
Task on hold
Task completed
Cancel Task

Figure 113 User ID Task Edit



NEC \ Orchestrating a brighter world		InHotel
<b>Tasks</b>		  Lock Home
▸ 2019-11-14	Sid	TV not working
▸ 2019-11-14	Sid	Shower curtain torn

Figure 114 User ID Task List – Completed Task

# Translating the Application

If a localisation file is already available this can be uploaded to translate InHotel and configure some settings.

To import the translated file into the application, click the Localise button. When prompted, browse to the translated file and click OK. It will be necessary to stop/start InHotel after the file has been uploaded.

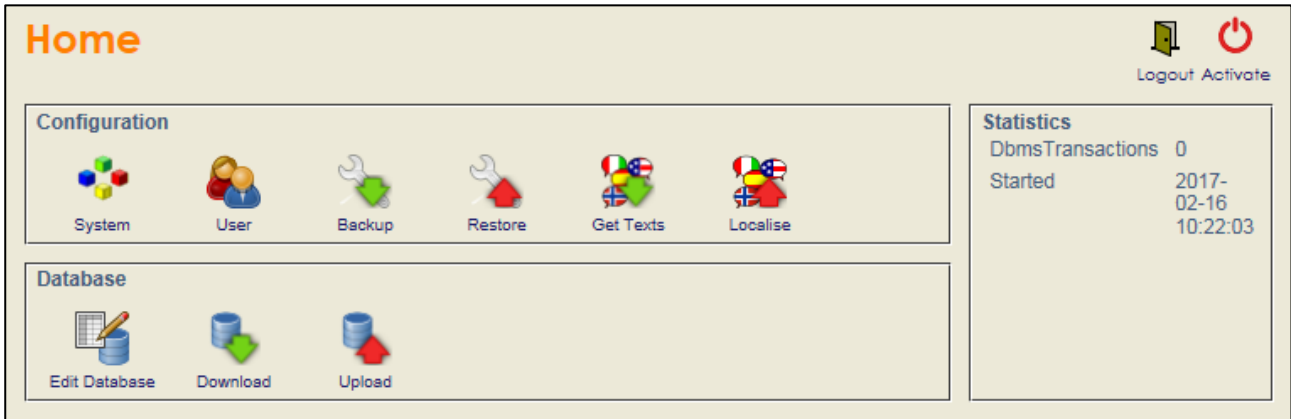


Figure 115 Configuration Home Page - Localise

The translated text will be displayed in the application.

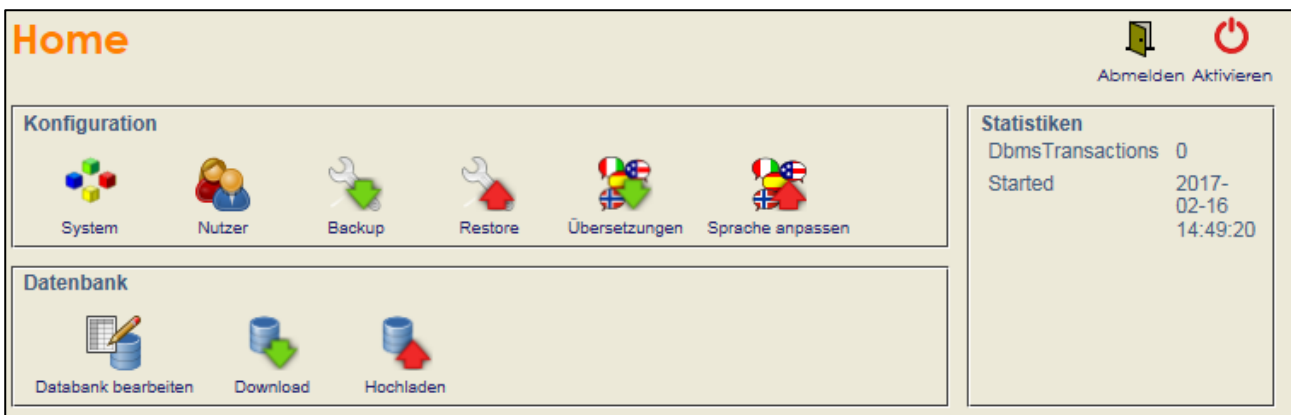


Figure 116 translated Home Page

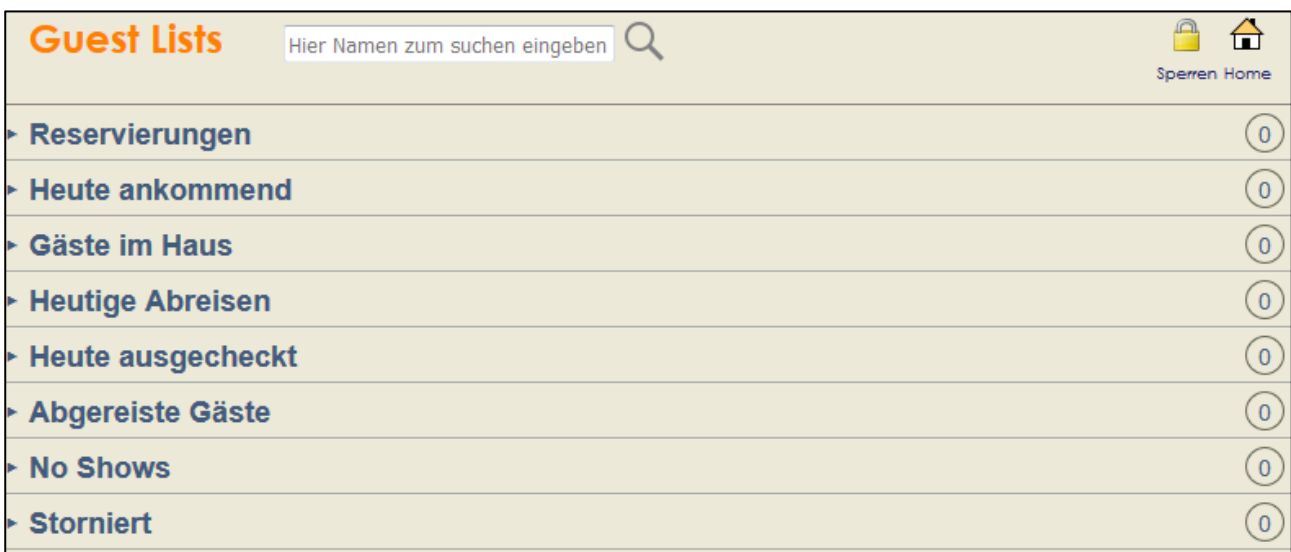


Figure 117 Translated Guests Lists Page

If a localisation file is not available, there are 3 main steps to translating the application:

- Export the current text from the application to a file.
- Translate the text and save the file. The file that is downloaded is in UTF-8 format, it's important that this file format is maintained else the translated text will not be displayed properly after it's re-imported.
- Import the translated file. It will be necessary to stop/start InHotel after the file has been uploaded.

To export the current text, click Get Texts from the configuration home page and save the file.

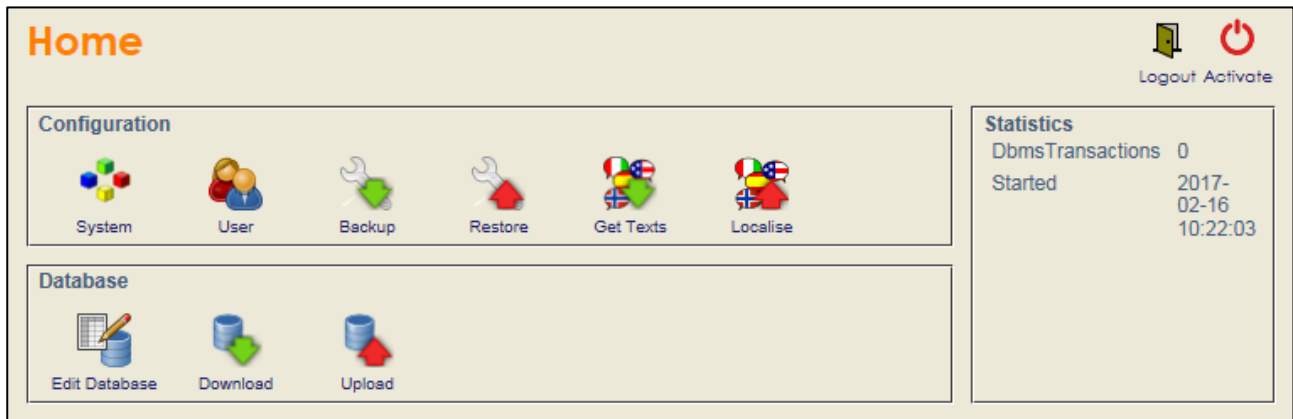


Figure 118 Configuration Home Page – Get Texts

Open the file in a text editor, at the top of the file you need to enter the iso639\_language and country for the language the file is being translated into. The existing entries are for English language [[en]] and the UK country [[UK]], these should be replaced with the language / country being used. InHotel uses these settings for date and number formats.

```
iso639_language = [[en]]; -- change this to your ISO language code
iso639_country  = [[UK]]; -- change this to your ISO country code
```

Example of what these should be changed to can be found at:

[https://msdn.microsoft.com/en-gb/library/ee825488\(v=cs.20\).aspx](https://msdn.microsoft.com/en-gb/library/ee825488(v=cs.20).aspx).

If German – Germany is being used then the settings should be:

```
iso639_language = [[de]]; -- change this to your ISO language code
iso639_country  = [[DE]]; -- change this to your ISO country code
```

If French – France was being used then the settings should be:

```
iso639_language = [[fr]]; -- change this to your ISO language code
iso639_country  = [[FR]]; -- change this to your ISO country code
```



After the ISO language and country codes have been entered, there are a series of abbreviations / single words that need to be translated. The text in the single square brackets ["Mon"] should not be changed as this is used by the application. The text between the two sets of square brackets [[Mon]] should be replaced with the translated text. The first set abbreviates that look like this:

```
["Mon"] = [[Mon]] ;  
["Tue"] = [[Tue]] ;  
["Wed"] = [[Wed]] ;  
["Thu"] = [[Thu]] ;  
["Fri"] = [[Fri]] ;  
["Sat"] = [[Sat]] ;  
["Sun"] = [[Sun]] ;
```

These would be replaced with translated text like this:

```
["Mon"] = [[Mo]] ;  
["Tue"] = [[Di]] ;  
["Wed"] = [[Mi]] ;  
["Thu"] = [[Do]] ;  
["Fri"] = [[Fr]] ;  
["Sat"] = [[Sa]] ;  
["Sun"] = [[So]] ;
```

Once you reach the area of the file that shows the words -- new texts then this part onwards is translating longer sentences called strings.

```
--  
-- new texts  
--
```

Each translatable string first shows the English text surrounded by a single set of square brackets, for example: [Some Text] . Directly below is another line showing the same text surrounded by two sets of square brackets, for example [[Some Text]] . Only the text surrounded by two sets of square brackets should be translated, the other text should be left in English. The image below shows 2 example of translations, the English text appears first and the text below is the translated text highlighted in a green box.

```
["Routing instructions database"]=
[[ Routing-instructionen Datenbank ]];

["Season definitions"]=
[[ Saison Definitionen ]];
```

Any text that that appears between curly braces, for example {filename} should not be translated as this is used by the application. Some of the text will contain the characters \n , this shouldn't be translated either. An example of this is shown below, the translated text is highlighted in the green boxes. The text {filename} that is highlighted in red isn't translated. The text \n isn't translated or removed, it remain in both the English and translated entries.

```
["You are about to upload the file {filename} as new InHotel configuration\nContinue ?"]=
[[ Du bist dabei die Datei {filename} als neue Konfiguration des InHotel hochzuladen\nFortfahren ? ]];
```

Once the file has been translated then it should be saved. To import the translated file back into the application, click the Localise button. When prompted, browse to the translated file and click OK. It will be necessary to stop/start InHotel after the file has been uploaded.

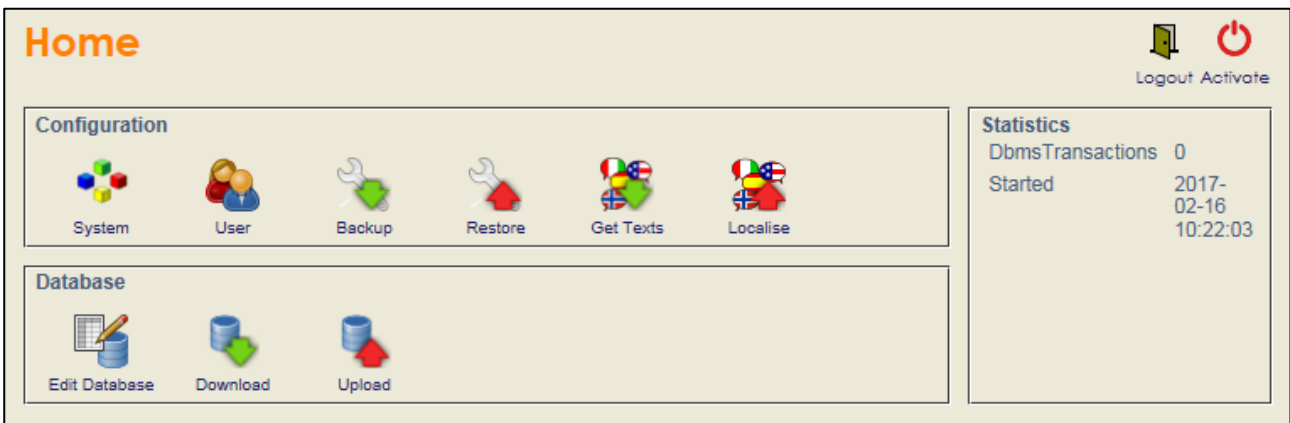


Figure 119 Configuration Home Page - Localise

The translated text will be displayed in the application.

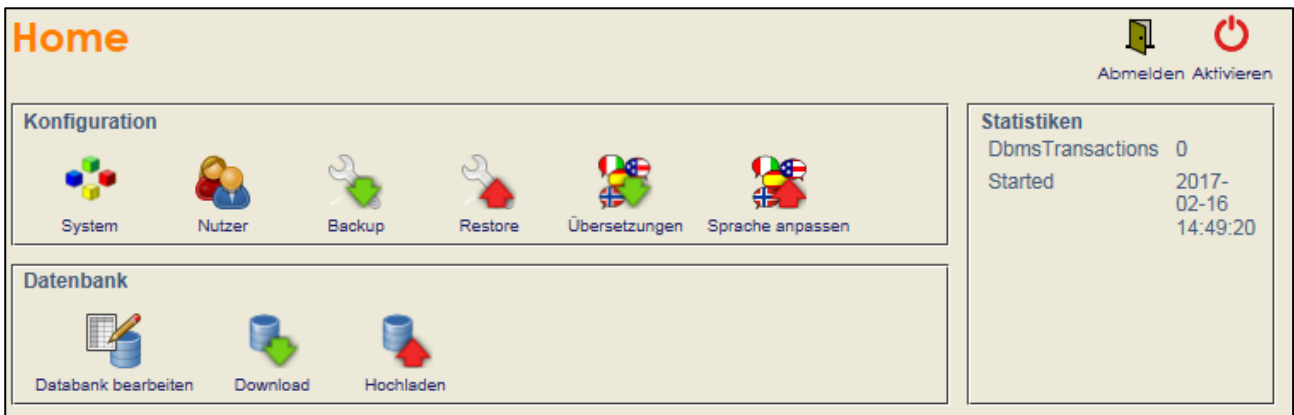


Figure 120 translated Home Page

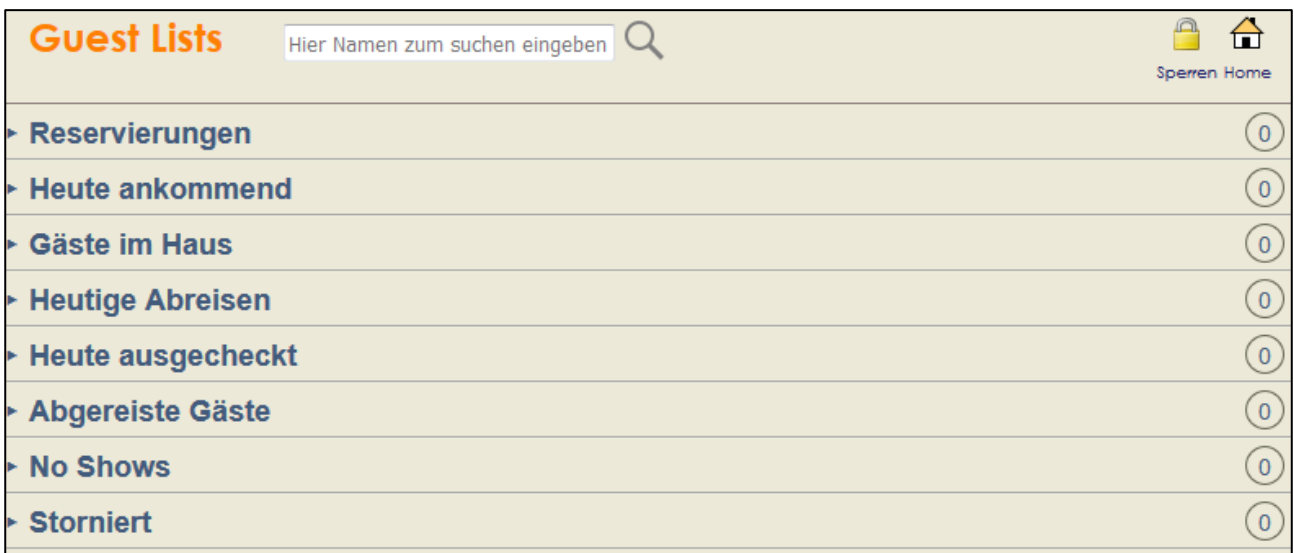


Figure 121 Translated Guests Lists Page



## Un-installing InHotel

When you remove InHotel this will also delete all previous guest and stay information. It is recommended that you make a backup of the database before removing the application.

You must first stop the application before you remove it. This is done in the application manager web page.



Figure 122 InHotel application manager functions

Once the application has stopped then click Remove and confirm twice that you wish to remove the application.

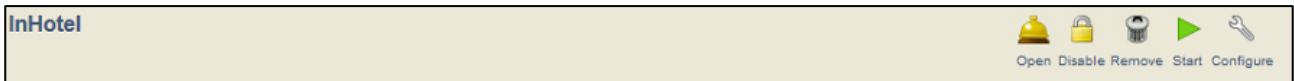


Figure 123 InHotel application manager functions

When you remove the application it is necessary to confirm that you wish to proceed.

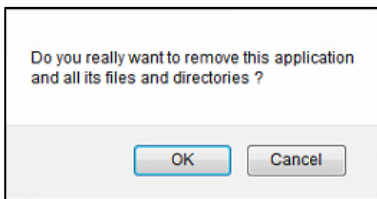


Figure 124 Application removal confirmation

# Backing up InHotel

There are 2 elements to backing up data within InHotel, the Database and the configuration. The configuration only contains anything set in System or User under the configuration page. Click 'Backup' to perform a backup of the configuration data. To Database contains the rest of the data used by InHotel and can be backed up by clicking the 'Download' button.

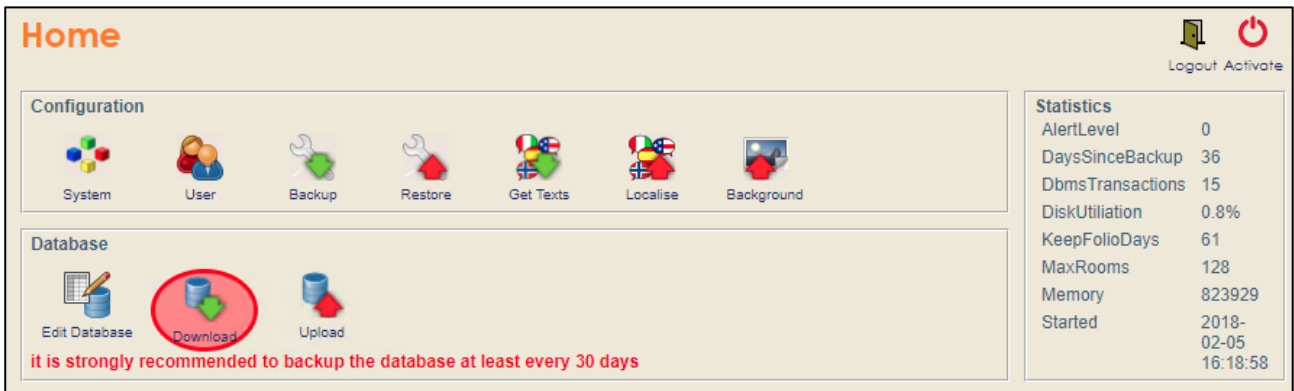


Figure 125 Backup and Download

After clicking either the Backup button or the Download button, you are prompted to save the file.

## Restoring Backups

To restore a backup of a configuration or a database, simply click the restore button and browse to the file you wish to restore.

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