



PPIC

COMMHUB Posting Interface

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Remote Access using COMMDEC Kaveman Remote **Not Applicable at all Sites****

The COMMDEC Kaveman Remote Access System allows the user to have session level control of the PPIC System. The primary differences will be a slight lag time when pressing keys until desired action displays on the screen and the need to send Control Key Sequences via a Pull Down Menu.

Connection to the PPIC Remotely

1. Open the Internet Browser from your desktop. From the Favorites list select “COMMDEC Kaveman [CTYHOCN]...” and press enter.
2. This will take you to the COMMDEC Kaveman sign on screen. Enter your password and username (they may already be in place) and press Enter.
3. The Kaveman Control Screen will appear.
4. Select View Console on the left side of the screen. This will switch to the enlarged view of the COMMDEC System screen.
 - While in this mode:
 - Navigate menus using the UP-DOWN Arrow keys.
 - Use Send Keys to switch from session to session.

When finished press the Disconnect Key on the CONTROL CONSOLE.

Switching Sessions using the Kaveman

This procedure replaces the “CTRL-ESC” key sequence in this manual when using this system.

Pull down the Send Keys Menu from the Control Console.

Select “CTRL-ESC”

This will display the PPIC System Menu List

It is very important that all posting interfaces are regularly checked. Posting revenue could be lost if the posting interfaces are neglected. Please make the following procedure as part of daily shift duties. Please contact CDT if any changes are made to a posting interface. If CDT is not contacted and aware of configuration changes (PBX, Call Accounting, etc.) then lost revenue may be a result.

Checking the Status of Call Accounting Posting Interfaces

(Not all PPIC systems interface to Call Accounting)

One of the devices your PPIC may interface to is the Call Accounting System. These steps show how to check the Call Accounting Interface inside the PPIC to insure guest calls are being posted to folios.

1. Go to the Windows List by pressing CTRL + ESC.
2. Go to "PPIC CALL ACCTG INTERFACE" or "PPIC COMMHUB POSTING INTERFACE."
3. You should have a blue or black screen which has several icons (circle, diamond, and square) scrolling up the screen. You should also see lines that state "Update PPIC Stay Alive Indicator" and posting messages.
4. Example posting message:

Wed Sept 06, 1998 18:43:10

Posting Stats=>#calls=[1103], Posted=[1103, Errs=[0], Last Call Recvd @ Sept 6, 1998 18:41:53

5. The "Last Call Revd" date and time is the last time and date that the PPIC received a call from the Call Accounting System. This date and time should be very close (generally within 30 minutes) to the current date and time.
6. If the screen does not scroll up every 15 seconds, please contact CDT, Inc. immediately. If the date or time is older than 30 minutes, you should contact your Call Accounting vendor immediately. Malfunction of this program means your hotel is probably not posting guest phone calls, which can result in missed revenue.
7. To get out of the Call Accounting Program, press CTRL + ESC and choose "PPICCOMM.BAT."