



# COMMDEC TECHNICAL DOCUMENTATION

## **PPIC Procedures Manual**

**Release 6.50B**

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**This document is being reviewed.**

**Please keep this handbook close to the PPIC System.**

**COMMDEC**

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**If you have a problem with your PPIC, please contact our 24-hour support hotline: 1- (817)-473-7769**

A support specialist will return your call within the hour.

Your Site Code: \_\_\_\_\_ Your Product Code: PPIC

If you need documentation or other administrative support, please contact our office.



## COMMDEC TECHNICAL DOCUMENTATION

# Introduction to the PPIC

PPIC, the **PMS PBX Interface Controller**, is the interface that coordinates communication between your PMS, PBX, VCS, and Call Accounting. Your PPIC is an integral part of the communications systems at your hotel.

The PPIC, when used properly, can save you time and enhance service levels by providing you with the statuses of your other communication devices. Your PPIC can help you pinpoint communications problems that your property may have. Also your PPIC is a revenue-based machine, in other words it interfaces to the Call Accounting System. Therefore, it is important that your property representatives are trained to follow the procedures in this handbook.

COMMDEC available software releases are 6.30c, 6.50a and 6.50b for PPIC. All of these software versions have enhanced tools and features that will improve the overall performance of your PPIC. Version 6.50b is our latest release of version 6.50. Version 6.30c/6.50a benefits/features:

- User Interfaces for status checking and correction of data if required.
- Better Set of Functionality for Communications
- Not dependent on PMS Database for many features
- Keeps vendors that do not have solid approaches, implementations or expertise from providing inadequate solutions. This ensures quality for our clients.
- Trace logs of up to 250,000 events provide up to weeks of diagnostics
- PPIC will point the finger at the system with the problem, even itself.
- Real-time built in Datascope on all comm links.
- Enhanced control (including manual override) over the restriction levels that can be implemented at a property.
- Power Language Features that are designed to allow for better integration of the PBX and Voicemail Systems in a Multi-Language Environment.
- The system Watchdog program, which monitors the system and automatically restarts in the event of a PPIC system failure (Version 6.50a & 6.50b only).
- Advanced system monitoring tools for AWF and DID that will detect critical interface link failure (Version 6.50a & 6.50b only).
- Supports Multiple PBX/PMS Interfaces at a single site. (Version 6.50b only)
- Enhanced program tracking in TASKS and TASK QUEUE. (Version 6.50b only)
- Bar Lock/Unlock Override – new Bar Interfaces. (Version 6.50b only)





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### Required Maintenance of PPIC System

The following actions are required in order to keep the PPIC equipment in operational state.

1. The PPIC system's filter should be taken out dusted and washed out with soap and water once a month. Always make sure that the filter is completely dry before placing it back into the machine. Some older systems may not have a filter.
2. The PPIC system should be placed on a UPS for protection in case of a power outage.
3. The PPIC system should be kept clean free of dust. Use compressed air duster to remove dust
4. Printers in the vicinity should be kept clean and clear of dust also.
5. Have someone in the IT department vacuum out the inside of the entire system at least once a year.

### PPIC Shutdown/Restart Procedure

#### **Normal Shutdown of PPIC:**

Go to the **PPIC Communications Screen** (you most likely will already be there).

1. Press **CTRL + END** at the same time. This stops the communications program.
2. Press **CTRL + ESC** to go to the OS/2 Windows List.
3. Using the mouse, click on the Shutdown button at the bottom of the screen. (If the Shutdown button is not visible, then right-click on any **BLUE** portion of the desktop. Select Shutdown from the list.)
4. Answer **OK** to the first question and **Yes** to all others. All icons on the bottom of the screen should **CLOSE**. If any are remaining, then double click on them. They will then close.
5. Wait for the system to indicate that the shutdown has completed. This should take less than **30 seconds**. Repeat the process if necessary.
6. **Turn off the system unit.** (Power switch on front panel.) Leave the system unit off at least 30 seconds or longer if instructed to by CDT, Inc. staff members. (This step is not applicable if you are using a remote terminal. **CTRL+ALT+DELETE** to restart the system)

#### Normal Startup of PPIC:

1. **Turn the system unit on.** (Power switch on front panel.)
2. System will automatically restart.
3. Check that all devices show to be **ONLINE** on the Communications Screen.



# THE PPIC COMMUNICATIONS SCREEN

The PPIC Communications screen is the main blue screen that the system boots up to. This screen displays the status of the main interfaces (PMS, PBX, VCS). This screen also displays the current time, a system stay-alive indicator and the time/date of the last system reboot.

## Checking the Status of PMS, PBX, Voice Mail

The PPIC's main job is to coordinate the communication between your PMS, PBX, and Voice Mail. On the Communications Screen (main screen) of the PPIC, you will see the status of the PMS, PBX and VCS and records that are being sent and received. The PPIC Statuses should be checked twice each shift and especially at 12:15am to make sure that the system has rolled over to the new day.

The PPIC itself is functioning if the 3-digit stay **ALIVE** indicator is spinning, however slowly, and the time is updating properly in the upper window.

The PMS, PBX, and Voice Mail each have a separate area in the upper half of the window (See PPIC Communication Screen diagram). At the bottom of their respective box there is a link status field (i.e. COMM ONLINE). All three devices should show "**ONLINE**" in this field. If the status line does not say "**ONLINE**", or if the PPIC stay alive indicator is not spinning, see "PPIC Troubleshooting Section."

## Toggle Windows on the Communications Screen

You can toggle the bottom window of the Communications Screen by pressing the F10 key. There are six different options, but it is best to show the PMS and PBX windows to help determine problems quickly. This feature is helpful in the event of a problem with one of the interfaces (PMS, PBX, VCS), you could F10/toggle the screen to the interface with the problem and view important information coming across that interface.

## Switching Between Communications Screen and Menu Screen

In order to do procedures on the PPIC though, you must switch to the Maintenance Menu (**PPICMENU.BAT**) screen. When the PPIC Maintenance Menu is not in use, the system should remain on the Communications Screen (**PPICCOMM.BAT**).

### **To switch from the communications screen to the maintenance menu screen**

Press **CTRL + ESC** keys at the same time. This will take you to the OS/2 Windows List.

1. Select **PPICMENU.BAT** from the windows list. (Arrow to it, highlight and press the **ENTER** key.)
2. You are now in the Maintenance Menu.

### **To switch back to the communications screen from the maintenance menu screen.**

Press **CTRL + ESC** at the same time. This will take you to the OS/2 Windows List.

1. Select **PPICCOMM.BAT** from the windows list. (Arrow to it, highlight and press the **ENTER** key.)
2. You are now at the main communications screen.



# THE PPIC MAINTENANCE MENU

The Maintenance Menu is used for Forced Updates, Initiating Database Swaps, Edit/View/Change room statuses, and some Advanced Procedures

## Forced Update of a Room

**Forced Update** is a process that will correct any data related problem for a room. All interfaces must be **ONLINE** and functioning properly for the Forced Update process to work.

1. Go to the **Maintenance Menu** by pressing **CTRL + ESC** and choosing **PPICMENU.BAT**.
2. Go to **Edit/ View Data**.
3. Select **Insert Task/ Forced Update** and press **Enter**.
4. Press **F** for Forced Update task type.
5. Using the number keys across the top of your keyboard, enter the room number as you would in the PMS (not the extension number) and press **CTRL+Enter**.
6. Press **ESC**
7. Go back to the **Communications Screen** by pressing **CTRL + ESC** and choosing **PPICCOMM.BAT**.
8. In the bottom PMS window on the Communications Screen, look for a **UI** message with your room, or you can check the PBX console/phone to see if the room actually updated.

## Checking the Status of a Room

1. Go to the **Maintenance Menu** by pressing **CTRL + ESC** and choosing **PPICMENU.BAT**.
2. Go to **Edit/ View Data**.
3. Go to **Edit Room File**.
4. Select **Edit Room Information**.
5. Enter the room number (not extension number) of the desired room, and press **Enter**.
6. In the status section, the room will show **O** for occupied or **V** for vacant.
7. If the room should be the opposite of what it shows, you should do a Forced Update for that room.
8. Check the phone restriction flag, **R**=Restricted & **U**=Unrestricted – in most cases Restricted rooms will be a cash paying guest, at some sites, there are no DID Assignments on a Restricted room.



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## Message Waiting Update for a Room

If the PBX shows “OFFLINE” when the PPIC is restarted, this procedure will cause the PPIC to send a message to the PBX which can bring the PBX status “**PBX ONLINE**”. This function is particularly helpful for Night Auditors when restarting the PPIC while the PMS is down.

1. Go to the **Maintenance Menu** by pressing **CTRL + ESC** and choosing **PPICMENU.BAT**.
2. Go to **Edit/ View Data**.
3. Select **Insert Task/ Forced Update** and press **Enter**.
4. Press **M** for Message Status Update task type.
5. Enter the room number as you would in the PMS (not the extension number) and press **Enter**.
6. Press **ESC**
7. Go back to the **Communications Screen** by pressing **CTRL + ESC** and choosing **PPICCOMM.BAT**.

## Restriction Batch Entry (Use only on occupied rooms.)

Go to the Maintenance Menu by pressing CTRL + ESC and choosing PPICMENU.BAT.

1. Go to Edit/ View Data.
2. Select Edit Room File and press Enter.
3. Select Restriction Batch Entry and press Enter .
4. PPIC Restriction Override Batch Entry displays.

```
Restriction Flag: Y
Rest Override Flag:      Y
```

```
Enter Rooms----- Press CTL+ESC TO PROCESS BATCH
```

```
*****SCREEN CAPTURE TO BE FOUND****?
```

Press CTL+ESC TO PROCESS BATCH

Go back to the Communications Screen by pressing CTRL + ESC and choosing PPICCOMM.BAT and press enter.

## Message Light Reconciliation

This report can be used daily to audit the message lights that are on in the guest rooms. This report displays the status of each light and why it is on. Follow the steps below to generate the report.

1. Go to the **Maintenance Menu** by pressing **CTRL + ESC** and choosing **PPICMENU.BAT**.
2. Go to **Generate Reports**.
3. Select **Message Light Reconciliation** and press **Enter**.
4. Press **Y** to generate the report.



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5. The report should list on the screen.
6. Press **ESC** when finished viewing to return to the menu. If your system is configured for a Printer it will print at this time. (Allow a few seconds for the report to print.)
7. Go back to the **Communications Screen** by pressing **CTRL + ESC** and choosing **PPICCOMM.BAT**.

The report will show room numbers, suite numbers (if used), and Text and Voice Message flags. Only Rooms that have message statuses (light should be **ON**) will print on this report. If the message status is **ON** for a text message (from the PMS) a **T** will display, if the message status is **ON** for a voice message (from the Voice Mail) a **V** will display. Rooms that do not display should have a message light status of **OFF**. The report is organized in room number order. You can page up and down in the report.





# Advanced Procedures

## DATABASE SWAP

### BE AWARE OF THESE ISSUES BEFORE PERFORMING A DATABASE SWAP

1. DO NOT PERFORM a database swap if your PMS, PBX or VCS interfaces are showing any status other than ONLINE. All of the interfaces need to be ONLINE and working correctly for the database swap to be effective.
2. If the Stay-Alive counter is not running, do NOT perform a database swap. Perform a system Shutdown and Restart first. Once the system has restarted and all of the interfaces are showing online, then you can perform the database swap. If you are only noticing a few rooms that are having problems, or if the PPIC has only been down for a short period of time, we suggest just doing a forced update instead of a full database swap.
3. Current guest check-in and/or check-out information will be delayed until the database swap has been completed. This can affect the guest phone, voicemail and name display setup for new check-ins.
4. CRITICAL: On properties that have certain Mitel PBX's, a database swap can remove any/all Wakeup messages already set in your PBX. If your property has a Mitel PBX, you will need to run a report on all Wakeups and reprogram them manually after the database swap has completed.

Your PPIC system will process the database swap at an average rate of 400 to 800 rooms an hour depending upon the systems being updated, PMS, PBX, Voicemail. Smaller properties will take on average, 30 minutes to 1.5 hours for all systems to catch up, larger sites could take longer. You do not want to perform a database swap during peak periods as it will delay current Check-in/Check-out activity such as setting up the guest room phone and voicemail mailbox while running.

When your site requires a database swap to be performed, you can follow the steps below. A good time to perform a database swap is when one of your systems, PMS, PBX, or Voicemail (VCS) has been down for an extended period of time and service has now been restored. You will need to be in front of the PPIC to perform the database swap:

1. **Does the top line of the blue screen read "Hilton Information Services". If not, press "Ctrl+Esc" to access the OS/2 Windows List. Use the UP or DOWN arrow key to highlight "PPICCOMM.BAT" and press the "ENTER" key.**
2. **Is the time correct? (Check the upper right-hand corner of the screen)**
3. **Is the Stay-Alive counter running or stopped? (Check the right-hand side of the screen, under the time)**
4. **What is the last reboot date? (Check the upper left-hand corner of the screen)**
5. **Check the status of the PPIC Interfaces. PMS, PBX, and VCS should all show to be ONLINE before running a database swap. Do not perform a database swap if the site has one or more systems down.**
  1. Press CTRL + ESC at the same time. This will take you to the OS/2 Windows List.
  2. Go to "PPICMENU.BAT". Once you have highlighted "PPICMENU.BAT", press the "ENTER" key.
  3. Go to Control File Maintenance and then press ENTER.
  4. Go to INITIATE PROCESS and then press ENTER.
  5. You will be prompted to enter a password, type "CDTADMIN" and then press ENTER.
  6. You will now be in the "PROCESS INITIATE INSERT PROGRAM MENU". Near the bottom left-hand portion of the screen you will see "SPECIAL PROCESS" with a white box next to it and a flashing cursor. Type in the letter "O", then press the "ENTER" key.
  7. Press ESC to take you back to the Control File Maintenance Menu.
  8. Press ESC once again to return to the Main Menu.
  9. Press CTRL + ESC to return to the OS/2 Windows List.
  10. Use the arrow keys to move up or down and highlight "PPICCOMM.BAT." Press the "ENTER" key to return to the Main PPIC Communications screen.
  11. Verify that there is customer data, ie. Names, Extensions, ect., scrolling across the PMS and PBX portions of the screen.



# PPIC Restriction and Language Override

## PPIC “Restriction” Enhancement

The PPIC with Version 6.30b now supports two additional restriction settings. They are ‘L’ for Local Calls and ‘T’ for Toll Free Only Calls. (Implementation at your site is dependent on the capabilities and programming in your PBX System.) These settings are available and can be modified in the EDTROOM PPIC Screen. (This is located on the Edit/View Menu.)

Once you have the Room Data for the desired Room on the screen, Restriction can be changed manually by changing the restriction field and then pressing **CTRL+ENTER** (this saves the data).

Also, the PPIC with Version 6.50b now supports a minibar restriction that you can change manually the same way.

### PPIC RESTRICTION SETTINGS:

- “U” -> Unrestricted
- “R” -> Totally Restricted (Can not call out of the hotel other than 911)
- “L” -> Local Only \*
- “T” -> Toll Free Only \*

### Minibar

- “U” -> Unlock
- “L” -> Lock

\* These conditions are typically manually controlled and are not supported by most PMS Systems. Additionally they are limited by the PBX Systems and may not be available at your site. Contact COMMDEC for availability and testing information.

Note: Restriction data once changed in the PPIC is still subject to change by the PMS. To keep the PMS from modifying the data see the “PPIC Language and Restriction Override Enhancement” section below.

## PPIC “Language & Restriction Override” Enhancement

The PPIC “Language and Restriction Override” Feature allows staff members to block the PMS from updating the Restriction and or Language settings that will be sent to the PBX and Voice Mail systems. This is particularly useful if you have set the PPIC Room Language or Restriction Field to a setting that the PMS does not support or one that you do not wish to allow the PMS to change.

If the Override Flag Feature for either the “Restriction” or “Language” fields is set to 'Y', then the PMS will not be able to change the feature setting until Check Out of the room. Upon Check Out of the Room, the Override Flag will be reset to its default state, which is 'N'. In this state the PMS has full control of the respective features. The Override Flag fields are located to the right of each field.



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### To change the Language and Restriction Override feature:

1. Press **CTRL + ESC** keys at the same time. This will take you to the **OS/2 Windows List**.
2. Select "**PPICMENU.BAT**" from the menu by moving and highlighting **PPICMENU.BAT** and then pressing the **ENTER** key.
3. Select Edit/View Data **ENTER**.
4. Select Edit Room File **ENTER**.
5. Select Edit Room Info **ENTER**
6. Type the Room Number in the field **ENTER**

The Selecting Room Info and Entering a Valid room number will cause the current room file guest (dynamic) data to display. This is where you are allowed to view and or override the PMS input for Language and Phone Restriction. Note that Restriction and Language field work independent of one another.

### To override Language, modify as follows:

**GST LANG CODE \_SP\_\_                   \*\*OVERRIDE \_\_Y\_\_**

Valid entries: EN (English), SP (Spanish), GR (German), FR (French) and JA (Japanese)

### To override Phone Restriction, modify as follows:

**PHRST (U/R) \_\_\_\_\_**

**BLK LOC PH CHG (Y/N) \_\_\_\_\_**

Valid entries: U=Unrestricted (no restriction at all)  
R=Restricted (totally restricts guest from making calls from the room)

7. To return to original screen **CTL+ENTER**
8. **ESC**
9. **CTL+ESC**
10. OS/2 WINDOW LIST DISPLAYS
11. Select **PPICCOMM.BAT** and **ENTER**
12. The **PPICCOMM** Communications Screen displays (blue screen)

\*Note: Valid entries vary for property. Contact COMMDEC for languages supported at your property

\*\* New Local and Toll Free Restriction settings are not available on all PBX's.

\*\*\*When the guest checks out of the room, the OVERRIDE FLAG defaults back to N (PMS has Full Control)



# System Maintenance

## Changing the Time on the Communications Screen

1. At the Communications Screen, press **CTRL + END**. This will end the PPIC Communications Program.
2. If the prompt (C:\PPICOS2>) is not available, type “CLS” and press Enter.
3. At the prompt, type the command “TIME XX:XX”, where XX:XX is the current time in **military format**. Press **Enter**.

**Example: To change the time to 3 p.m., the command would be “TIME 15:00”**

4. The time is now changed. Restart the Communications Program by typing **PPICCOMM** and pressing **ENTER**. The PPIC Communications Program will restart with the correct time.

## Adding New Rooms to the PPIC

If your hotel creates new rooms they must be added to the PMS, PBX, Voice Mail, Call Accounting and the PPIC in order to work properly. Please contact our office if you are planning on adding guest or meeting rooms to your hotel database





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## REMOTE CAPABILITIES

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.**

**To switch from the maintenance menu screen to the communications screen:**

1. Press **CTRL + ESC** keys at the same time. This will take you to the OS/2 Windows List.
2. Select **PPICCOMM.BAT** from the menu by moving the highlight bar down and then pressing the **ENTER** key.
3. You are now in the Communications Screen



# PPIC Troubleshooting

## VERIFYING STATUS OF PPIC:

### **PMS COLUMN:**

COMM RETRY- PMS interface is not working correctly. Check to make sure that the PMS Interfaces are operational. Retry means PPIC has sent the message more than once.

**ACTION: Check PMS Interfaces, they may need to be reset. If you need help with your PMS interfaces, call Hilton Support**

COMM FAILURE- Same as COMM RETRY above. The number of retries has been exhausted and the PPIC will not resend the message any more.

**ACTION: Check PMS Interfaces, they may need to be reset. If you need help with your PMS interfaces, call Hilton Support.**

COMM TIMEOUT- PMS is not responding at all.

**ACTION: If PMS reads COMM TIMEOUT, PMS Interfaces are definitely down. If you need help with your PMS interfaces, call Hilton Support.**

When the PPIC is showing the PMS window at the bottom of the Communications Screen, you will see polling messages being sent to the PMS. A polling message is a message sent to the PMS every 10 seconds, when there is no activity, so that the PPIC can constantly check that the PMS is online. An example of a PPIC polling message is below:

### **INAYT Are You There**

The PMS Interface will answer this polling message with an acknowledgement:

**INYIA Yes I Am  
PMS has responded**

If the PPIC receives this response message from PPIC\_COMM, the PPIC will display PMS COM ONLINE in the upper window. If the PPIC does not receive the acknowledgement message, the PPIC will display COM RETRY in the upper window. This message will only display every 30 seconds, if the link is down.

**PMS COM ONLINE = PMS is responding  
PMS COM = PMS is NOT responding**

With OnQ Version 2 Both of these messages refer to the interface on the PMS Server

### **PBX COLUMN:**

COMM RETRY- PBX is not responding, PPIC will continue retrying.

**ACTION: If you just finished rebooting the PPIC, the PBX may take up to 10 minutes to come online. To bring the connection online, you can do a Forced Update but substitute a "M" for the "F" task**



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**type. This will cause the PPIC to talk to the PBX and Voice Mail. If the connection still does not come online, contact your PBX vendor.**

COMM FAILURE or OFFLINE- PBX is not responding, PPIC will continue retrying.

**ACTION: If you just finished rebooting the PPIC, the PBX may take up to 10 minutes to come online. To bring the connection online, you can do a Forced Update but substitute a “M” for the “F” task type. This will cause the PPIC to talk to the PBX and Voice Mail. If the connection still does not come online, contact your PBX vendor.**

MESSAGE NAKKED-PBX did not like the last packet or is busy, PPIC will try again.

**ACTION: If you just finished rebooting the PPIC, the PBX may take up to 10 minutes to come back online. To bring the connection online, you can do a Forced Update but substitute a “M” for the “F” task type. This will cause the PPIC to talk to the PBX and Voice Mail. If the connection still does not come online, contact your PBX vendor.**

### VOICE MAIL COLUMN:

COMM RETRY- Voice mail is not responding. There is a problem with the Voice Mail system.

**ACTION: If the connection does not come online, contact your Voice Mail vendor.**

COMM FAILURE or OFFLINE- Voice Mail is offline. This is also the status when the interface first restarts.

**ACTION: To bring the connection online, you can do a Forced Update but substitute a “M” for the “F” task type. This will cause the PPIC to talk to the PBX and the Voice Mail. If the connection still does not come online, contact your Voice Mail vendor.**

NOT RESPONDING- Voice Mail is not responding.

**ACTION: To bring the connection online, you can do a Forced Update but substitute a “M” for the “F” task type. This will cause the PPIC to talk to the PBX and Voice Mail.**





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### **FAQ:**

Name display is incorrect or missing ?

Guest cannot call outside of hotel ?

Text Message Lights are not working?

Room shows vacant in PBX or Voice Mail?

Voice Message Flag in PMS is not working?

**ACTION:** First make sure the PMS Interfaces, PBX and/or VCS, are online. If the interfaces are not online, contact the appropriate vendor.

The PPIC is on an unfamiliar screen

**ACTION:** You can press CTRL+ESC from any screen in the PPIC to return to the Windows List. Once at the Windows List, select PPICCOMM.BAT to return to the Communications Screen.

The Windows List does not have PPICMENU.BAT

**ACTION:** The entry under PPICCOMM.BAT will always take you into the Maintenance Program regardless of what is listed. Select the line under PPICCOMM.BAT and press ESC until you get to a menu that you recognize. If you cannot get to the main Maintenance Menu screen, you can properly shutdown and restart the PPIC and the Windows List will reload the appropriate list.

Calls are not posting in the PMS

**ACTION:** First make sure the PBX is online and Call Accounting Interface is running in the PPIC.  
**Reminder:** Not all PPICs have a Call accounting Interface. If the Call Accounting Interface is not working, call the CDT support number.

