



PPIC

Procedures Manual

Release 6.25b

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Please complete this section and keep with your PPIC. This information will familiarize you with the system while reducing any unnecessary down time.

List of PPIC Interfaces:

Device	Interfaced?	
PMS:	_____	
PBX:	_____	
Voice Mail:	_____	
Call Accounting:	_____	
Fax Interface:	_____	
Internet Interface:	_____	
Other:	_____	System: _____

Important Phone Numbers:

PBX: _____	Contact: _____	Phone: _____
Voice Mail: _____	Contact: _____	Phone: _____
Call Accounting: _____	Contact: _____	Phone: _____
Other: _____	Contact: _____	Phone: _____

Hilton Support Help Line: (800) 435 - 7435

If you have a support problem:

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

Your Site Code: _____ **Your Product Code:** PPIC

A support specialist will return your call within the hour.

If you have an administrative problem:

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

COMMDEC
1285 N Main Street #102
Mansfield, Texas 76063
Phone: (817) 473-7769
Fax: (817) 473-7666

Our office hours are Monday through Friday, 8:30 a.m. to 5:30 p.m., Central Standard Time.

PPIC, the PMS PBX Interface Controller, is the interface that coordinates communication between your PMS, PBX, Voice Mail, and Call Accounting. Your PPIC is an integral part of your communications systems at your hotel. PPIC, when used properly, can save you time and money by providing you with the statuses of your other communication devices. Your PPIC can help you pinpoint communications problems that your property may have. Since your PPIC is a revenue-based machine, interfacing to the Call Accounting System, it is important that your property representatives are trained to follow the procedures in this handbook.

Please keep this handbook close to the PPIC System.

PPIC

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Section 1:

PPIC Functions

1.1 Checking the Status of PMS, PBX, and Voice Mail

The PPICs main job is to coordinate the communication between your PMS, PBX, Voice Mail, and Call Accounting. On the Communications Screen (main screen) of the PPIC, you will see the status of each device and records that are being sent and received. Every hour hotel personnel need to check the status of the PMS, PBX, Voice Mail, and PPIC on the PPIC Communications Screen.

The PPIC itself is functioning if the 3-digit stay alive indicator is spinning and the time is scrolling 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 Troubleshooting.

Although the PMS may show "COMM ONLINE" in the link status field, at HPMS II sites you must also check to make sure that PPIC_TRAN is responding to messages. See PPIC Polling Enhancement for PMS Link.

1.2 PPIC Polling Enhancement for PMS Link

Although the PMS may show "COMM ONLINE" in the link status field, at HPMS II sites you must also check to make sure that PPIC_TRAN is responding to messages. See PPIC Polling Enhancement for PMS Link.

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 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 and

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.

Section 1:

PPIC Functions

1.3 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.

1.4 Switching Between Communications Screen and Menu Screen

The PPIC Communications Screen is the blue screen split into boxes. This screen shows the status of each device that the PPIC interfaces with. In order to do procedures on the PPIC though, you must switch to the Maintenance Menu screen. When the PPIC is not in use, it should remain on the Communications Screen.

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

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 the highlight bar down and then pressing the ENTER key.
3. You are now in the Maintenance Menu.

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.

1.5 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.

1.5.1 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.

1.5.2 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.

Section 2:

PPIC Procedures

2.1 System Shutdown and Restart

Normal Shutdown of PPIC:

1. Go to the PPIC Communications Screen (you most likely will already be there).
2. Press CTRL + END at the same time. This stops the communications program.
3. Press CTRL + ESC to go to the OS/2 Windows List.
4. 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 cyan blue portion of the desktop. Select Shutdown from the list.)
5. 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.
6. Wait for the system to indicate that the shutdown has completed. This should take less than 30 seconds. Repeat the process if necessary.
7. 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 the all devices show “ONLINE” on the Communications Screen.
4. Check the Call Accounting Screen to make sure calls are posting, if applicable.

If some systems show “OFFLINE” or “COMM RETRY/FAILURE” as they are starting. Use the ‘Forced Update’ Process to test lines. Some Mitel PBX systems will need to have their PMSI link or “dataset” restarted if they still do not come back online.

2.2 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. 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.”
8. In the bottom PMS window on the Communications Screen, look for a “UI” message for your room:
← UI (Room number)
9. Within 15 seconds, you should receive a “RU” message for the same room number:
→ RU (Room number) (Proper room information)

If you do not see the “RU” message come back, see Troubleshooting.

2.3 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, there are no DID Assignments on a Restricted room.

2.4 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 "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."

2.5 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.

2.6 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 then pressing Enter. The PPIC Communications Program will restart with the correct time.

3.1 Systems Check – Very Important

Please include these procedures on any office checklists you may have. These steps, when performed each shift, will ensure that your equipment is working properly.

1. The PPIC Statuses should be checked twice each shift and especially at 12:15 a.m. to make sure the system has rolled over to the new day.
2. First check that the time and 3-digit stay alive indicator are scrolling in the upper right-hand corner of the screen.
3. Next check that the statuses of the PMS, PBX, and Voice Mail show “ONLINE.”
4. Press CTRL + ESC and choose “COMMHUB CALL ACCTG INTERFACE”. Check that the symbols are scrolling up the screen and that the “Last Call Rcvd.” date and time are reasonably current.
5. If these statuses are not online, see the Troubleshooting section.

3.1.1 Message Light Reconciliation (New December 2003- Rel 6.24B)

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.
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.

3.2 Managerial Concerns

Once a month, the Night Auditors should follow the instructions for shutting down the PPIC. Leave the PPIC off for 30 seconds, and then restart. This will insure that the PPIC will continue working properly. Advance systems (DID, AWF, etc.) should be restarted twice a month, COMMDEC recommends Mondays.

Checking of Call Accounting (if through PPIC System): It is very important to check the Call Accounting Interface to insure that all revenue is posting daily. See Call Accounting procedures. Please contact COMMDEC immediately if there is a problem.

Checking of all interfaces: All interfaces should be checked on a regular basis. This is critical to your daily operations. Regular checks can prevent little problems from becoming big problems by finding them via PPIC indicators, eliminate lost revenue and prevent guest service problems.

4.1 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.

Correction: Check PMS Interfaces in the Cubix, 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.

Correction: Check PMS Interfaces in the Cubix, they need to be reset. If you need help with your PMS interfaces, call Hilton Support.

COMM TIMEOUT- PMS is not responding at all.

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

PPIC_TRAN DOWN!!- (H2 Sites Only) The PMS PPIC_TRAN Interface is down or not responding correctly.

Correction: If PMS reads PPIC_TRAN DOWN, the PPIC_TRAN or PPIC_COMM interface in Cubix needs to be reset. If you need help with your PMS interfaces, call Hilton Support.

4.2 PBX COLUMN:

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

Correction: 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.

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

Correction: 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.

Correction: 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.

Section 4:

PPIC Troubleshooting

4.3 VOICE MAIL COLUMN:

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

Correction: 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.

Correction: 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 come online, contact your Voice Mail vendor.

4.4 OTHER:

- **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**

Correction: First make sure the PMS Interfaces, PPIC_COMM and PPIC_TRAN, are online. If the interfaces are not online, call Hilton support. Once the PMS Interfaces are online, a Forced Update will most likely correct these problems.

- **Calls are not posting in the PMS**

Correction: 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.

- **The PPIC is on an unfamiliar screen**

Correction: 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**

Correction: The entry under "PPICCOMM.BAT" will always take you into the Maintenance Program regardless of what is listed. Select the entry 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.

Section 5:

Managing Resale Extensions

Meeting room and resale extensions restriction level and call revenue can be maintained through the PPIC. You must make sure that the resale extensions are in the PPIC database as well as the PMS, contact CDT to verify your PPIC room database, and Hilton Support to add to the PMS.

In order for the restriction level to be set and the call revenue captured the extension needs to be checked-in on the PMS which will then send a message to the PPIC. The extension needs to be checked out after it is no longer in use.