



# **PPIC for Microsoft Windows 7,8 and 10-64bit® Procedures Manual**

**Release 10.0  
Last Revision March 21, 2016**

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

**COMMDEC  
2363 Highway 287, North Suite 211  
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 Time.**

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## COMMDEC TECHNICAL DOCUMENTATION

# If you have a problem with your PPIC, please follow the steps listed below for resolution

Under the terms of our Maintenance Contracts we will provide the following Support/Service. COMMDEC Support Department Policy states that in order for a Client to receive assistance with any type of support or service issue the Client must contact COMMDEC and open a Support/Service Ticket. Do not call or contact employees directly until a Support/Service Ticket has been opened.

Administrative and non-support issues should be handled by calling the offices directly during standard business hours. Administrative calls will not be handled after hours. Administrative issues may be emailed to [admin@commdec.com](mailto:admin@commdec.com).

### GETTING SUPPORT FROM COMMDEC:

Our Normal Business Hours are: 8:30 AM to 5:30 PM CST/CDT Time.

You may Contact COMMDEC Support via Telephone: (Preferred Method for opening Support/Service Tickets, This METHOD Gets Highest Priority Response.)

- Call 817-473-7769. If outside the U.S. use Country Code 001.
- Press '1' at the Automated Attendant. (Messages left in the Operator Mailbox will not be returned.)
- Your call will either be connected to an available support person or connected to Voice Mail. If connected to Voice Mail – leave a brief message including 'your' name, the Company Name/Site Code, The system that you are having a problem with and how we may reach you. A support representative will call you back.
- After hours support calls are handled on a priority basis. We will call you back within 30 minutes.
- Note for Locations outside the US: We only return phone calls to the client/hotel's main phone number. Cell Phones and Pager Numbers are not accepted.

You may email a Support Request to COMMDEC – Always email to [support@commdec.com](mailto:support@commdec.com).

- Emailed Support Requests are low priority.
- Emails are NOT monitored after normal business hours and on weekends and holidays.
- Emails to individual Email Accounts are not guaranteed to be monitored by the support department and can result in substantially longer response periods.
- Be aware of your service level: Clients that do not have contracts that provide for after hours support will not receive return calls or support until the next business day.

#### HOSPITALITY:

If support procedure above has been repeated and you still have not received a return call, please contact the Support Department Manager of COMMDEC directly at 817.473.7769 x304. If outside of normal office hours, weekends or holidays, please leave a message you wish to escalate a support request. This will page the Support Department Manager immediately.

Final Escalation: 817-454-2135. This is a Final Emergency Contact Number. Please do not use this number until other avenues have been tried. Non-Emergency Escalation Calls will be billed a surcharge.



# Site Support Information

## Introduction to the PPIC

PPIC, the PMS PBX Interface Controller, is the interface that coordinates communication between your PMS, PBX, VMAIL, 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 connected 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 front office or communications staff is trained to follow the procedures in this handbook.

COMMDEC PPIC for Microsoft Windows 7, 8 and 10 most recent version available is 10. This version has enhanced tools and features that will improve the overall performance of your PPIC. Version 10 benefits/features:

- Windows 7, 8 or 10-64 bit Operating System – PCI Compliant with Hilton standards
- User Interfaces for status checking and correction of data if required.
- Enhanced 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
- Real-time built in Data scope on all communication links.
- Enhanced control (including manual override) over the restriction levels that can be implemented at a property.
- Powerful Language Features that are designed to allow for better integration of the PBX and Voicemail systems in a Multi-Language Environment.
- Supports Multiple PMS/PBX/VCS Interfaces at a single site. This allows one PBX, VMAIL and Call Accounting to be shared by multiple PMS systems
- Bar Lock/Unlock Override – new Bar Interfaces. VIP Room Level and Manual Overrides
- Advanced system monitoring tools for AWF and DID that will detect critical interface link failure

### **EXTREMELY IMPORTANT:**

**If you add, subtract or reconfigure rooms in the PMS, PBX, VMAIL or HOTEL, you must call us so that we can match these changes in the PPIC.**

**If the 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.**

### **PPIC Shutdown/Restart Procedure**

1. Click on Start key in bottom left corner of desktop
2. Click on Shut Down
3. Wait 30-60 seconds (verify that it actually turns off)
4. Power system back on (Power switch on front panel)
5. Check that all devices show to be ONLINE on the Status Screen (Some PBX systems can take up to 15 minutes to come online).



## THE COMMHUB MAIN STATUS SCREEN

The COMMBUB Communications screen is the main screen that the system boots up to. This screen displays the status of the main interfaces (PMS, PBX, VCS, C/A). **The Status Screen is linked on the Taskbar on the Desktop of your PPIC. If it is accidentally shut down, click on the first ICON next to the START button.**

Program	Status	LastAlive	MsgRcv	MsgXmt	CErr	CStat	LPRC	LWRT	PLPC	PLW
HILTON ONQ	PMS IS ONLINE	06/24 09:39:37	4476	2266	0	0000	137	137	14	14
AVAYA GW	PBX ONLINE!	06/24 09:39:39	18	22	0	0000	374	374	0	0
HOMISCO VM	VMAIL ONLINE!	06/24 09:39:46	2311	16	0	0000	374	374	0	0
HOMISCO	INTF ONLINE!	06/24 09:39:46	1	2	0	0000	0	0	0	0

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

The PPIC's main job is to coordinate the communication between your PMS, PBX, Voice Mail and Call Accounting (not at all sites). On the Status Screen, you will see the status of the PMS, PBX and VCS (and C/A if applicable). The status screen will be white indicating all interfaces are online. It will turn red when one of the interfaces is not communicating with the PPIC.

Call Accounting status are as follows:

1. CA ONLINE-NO COMMS: Status screen white. This status indicates that the interface is online however; we have not received a call since the restart of the interface. If this status continues for more than the timeout period the screen will change to option 3 or 4.
2. INTF ONLINE!: Status screen white. This status indicates that we have a positive call count and have received calls within the timeout period
3. ONLINE-CAUTION : Status screen yellow. This status indicates that we have not received a call after ½ the full time out period.
4. ERROR-NO CALLS: Status screen red. This status indicates that we have not received a call after the full time out period.

**The COMMHUB Statuses should be checked twice each shift to verify that all interfaces are online.**

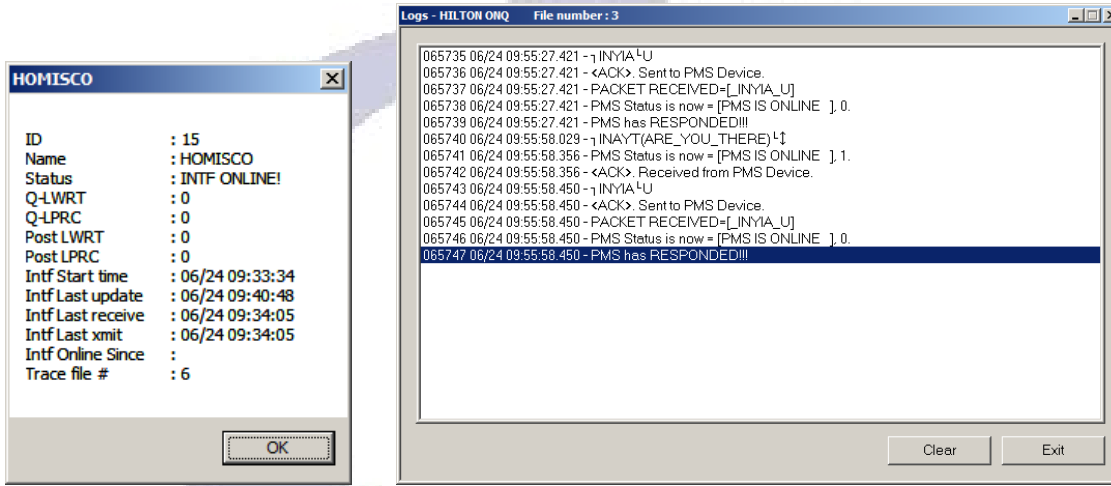


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## Detailed Status Information

Double click on one of the programs in the Status screen to view details about the interface. The screen below on the left will be displayed.

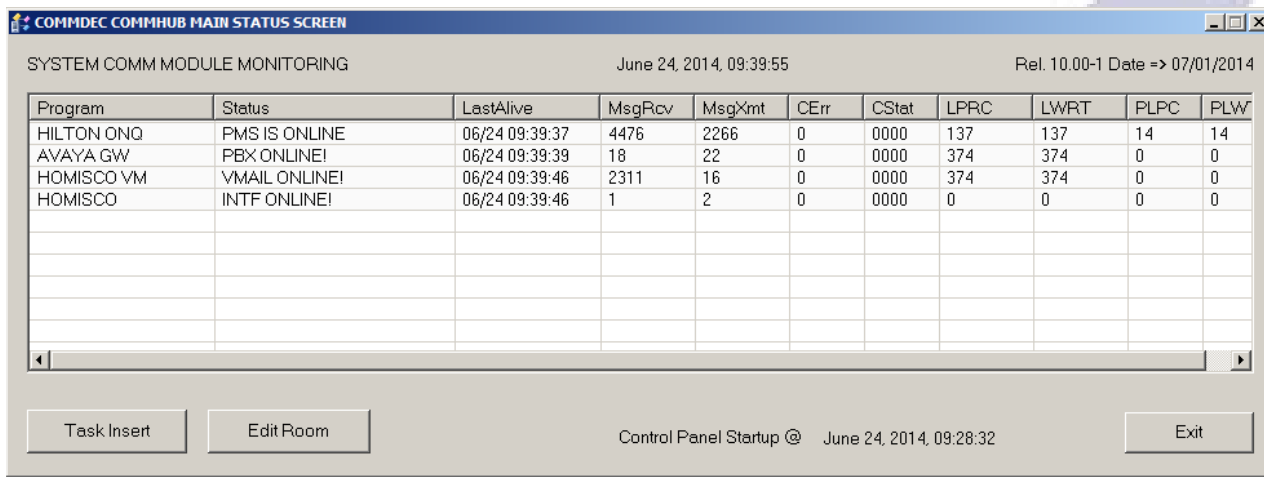
Right click on one of the programs in the Status screen, click on View Log this will open up with a blank window, it will update as messages are sent to the various interfaces. This window will close automatically after 30 minutes. The screen below on the right will be displayed.



## 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.

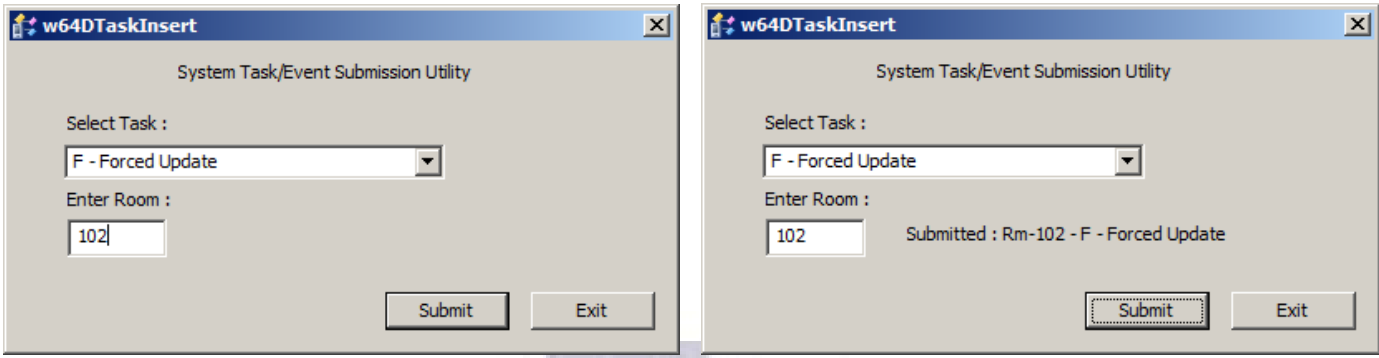
1. From the Status Screen, click on Task Insert



2. At the Task Insert Screen - Select F from the drop down menu and then Enter the room number and press Submit.



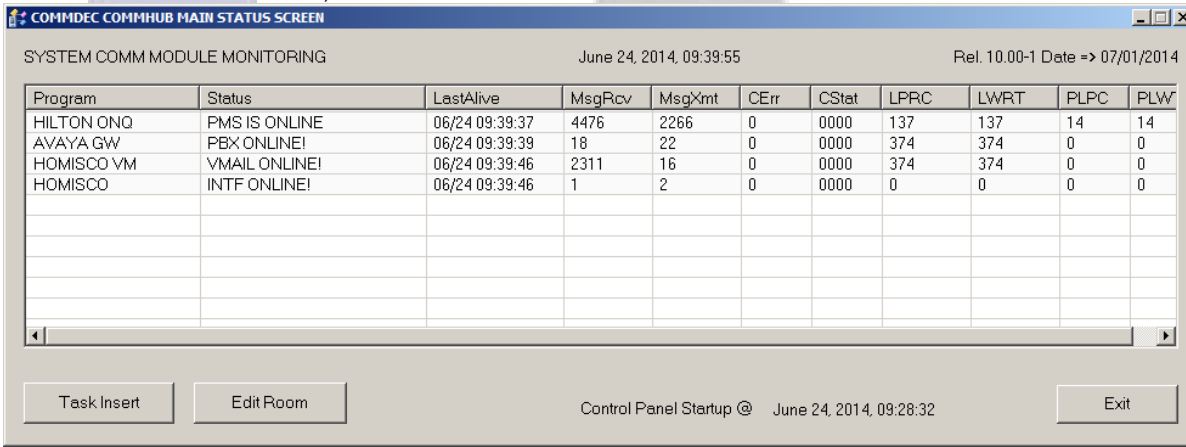
# COMMDEC TECHNICAL DOCUMENTATION



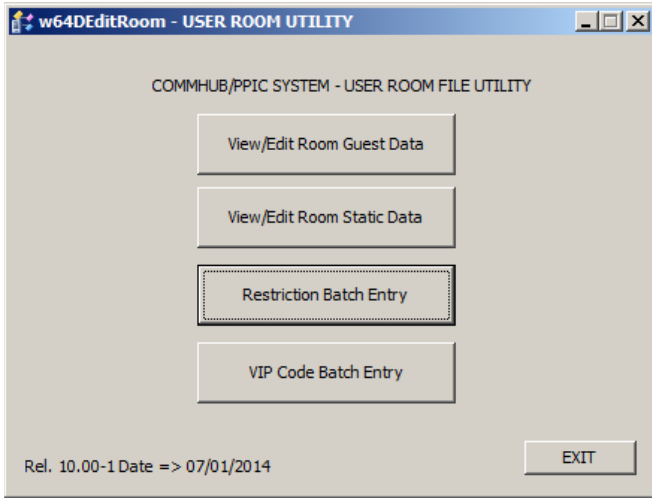
3. Once you press submit, you will receive confirmation as shown on the screen. Press Exit to exit.

## Checking the Status of a Room

1. From the Status Screen, click on Edit Room



2. Click on View/Edit Room Guest Data





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3. Enter the room number (not extension number) of the desired room, and press **Read Room**.

Room Number: 501    **Read Room**    Clear Data

Occ Status: **O**

Guest Name: JACKSON, BILL

Departure Date: 0925

Language: EN     Lang Override

Restriction: U     Rest Override

Text Message:

Voice Message:

VIP Code: VIP     VIP Override

Group Code:     Group Override

Freq Stayer Info:   

Info Only Fields:  
 ECOM Arrv Msg Sent  
 ECOM Dept Msg Sent  
 Group Arrv Msg Sent

Arrival Date  
Maid Status

Last Guest:  
LGst = [DAY], KATE

TurnDown Tonight:    **Set Turn Down Tonight**  
TurnDown All Nights:    **Set Turn Down All Nights**

Room Record : 132.

01	09/17/14	09:55:48	- N -RM S	JACKSO	-JACKSON, RM STAT
02	09/18/14	11:09:23	- MS-TSKI	ECOMMS	-SK 0007501-
03	07/14/14	11:49:31	- I -RM U	COMMDE	-COMMDEC, RM UPD
04	07/14/14	11:49:31	- M -RM U	T=N/V=	-T=N/V=0>RM UPD
05	07/14/14	11:49:31	- R -RM U	Rest=	-Rest= U RM UPD
06	07/14/14	16:26:42	- RS-FPMS	CIABBO	-RS MSG from PMS
07	07/14/14	16:26:42	- N -RM S	ABBOTT	-ABBOTT, RM STAT
08	07/15/14	09:07:25	- I -TSKI	TSKINS	- USERTASK
09	07/15/14	09:50:55	- MS-TSKI	StoPMS	- CDTFFPBX
10	07/15/14	16:18:09	- MS-TSKI	StoPMS	-0 501 CDTFFPBX
11	07/16/14	10:27:53	- M -TSKI	TSKINS	- USERTASK
12	07/16/14	10:35:39	- MS-TSKI	StoPMS	-2 CDTFFPBX
13	07/22/14	10:22:11	- OV-TSKI	TSKINS	- PV6DSWAP
14	07/22/14	10:23:34	- NV-TSKI	TSKINS	- PV6DSWAP
15	07/22/14	10:48:50	- IV-RM M	ROOM M	-ROOM MOVRM MOVE
16	07/22/14	10:48:50	- N -RM M	ROOM M	-ROOM MOVRM MOVE
17	07/22/14	10:48:50	- MV-RM M	LIGHT	-LIGHT UPRM MOVE
18	07/22/14	10:48:50	- RM-FPMS	S500	-RM MSG from PMS
19	07/24/14	12:02:26	- F -TSKI	StoPMS	
20	07/24/14	12:02:26	- RU-FPMS	CICOMM	-RU MSG from PMS
21	07/24/14	12:02:26	- I -RM U	COMMDE	-COMMDEC, RM UPD
22	07/24/14	12:02:26	- M -RM U	T=N/V=	-T=N/V=0>RM UPD
23	07/24/14	12:02:26	- R -RM U	Rest=	-Rest= U RM UPD
24	08/11/14	16:20:20	- RU-FPMS	CICOMM	-RU MSG from PMS
25	08/11/14	16:20:20	- I -RM U	COMMDE	-COMMDEC, RM UPD

Save    Exit

- In the status section, the room will show **O** for occupied or **V** for vacant. Also verify that the name is correct in the Guest Name field.
- If the room should be the opposite of what it shows or data is incorrect, you should do a Forced Update for that room.
- 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.
- Press Save if changes were made, or Exit to exit the room data.

## Message Waiting Update for a Room

If the PBX shows "OFFLINE" when the PPIC is restarted, Message Waiting update will create a message to send to the PBX which might help to bring the PBX status "**PBX ONLINE**". This function is particularly helpful for Night Auditors when restarting the PPIC while the PMS is down.

1. From the Status Screen, click on Task Insert

SYSTEM COMM MODULE MONITORING    June 24, 2014, 09:39:55    Rel. 10.00-1 Date => 07/01/2014

Program	Status	LastAlive	MsgRcv	MsgXmt	CErr	CStat	LPRC	LWRT	PLPC	PLW
HILTON ONQ	PMS IS ONLINE	06/24 09:39:37	4476	2266	0	0000	137	137	14	14
AWAYA GW	PBX ONLINE!	06/24 09:39:39	18	22	0	0000	374	374	0	0
HOMISCO VM	VMAIL ONLINE!	06/24 09:39:46	2311	16	0	0000	374	374	0	0
HOMISCO	INTF ONLINE!	06/24 09:39:46	1	2	0	0000	0	0	0	0

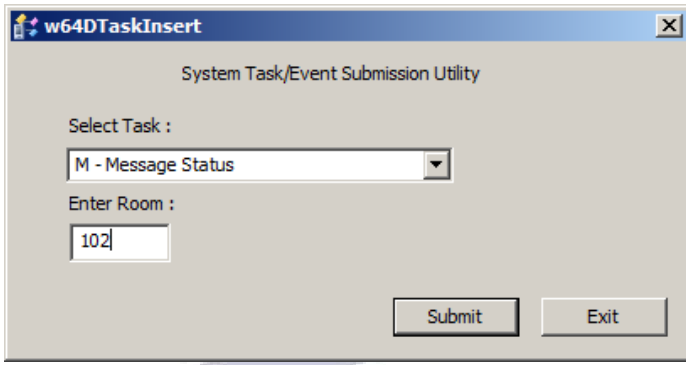
Task Insert    Edit Room    Control Panel Startup @ June 24, 2014, 09:28:32    Exit





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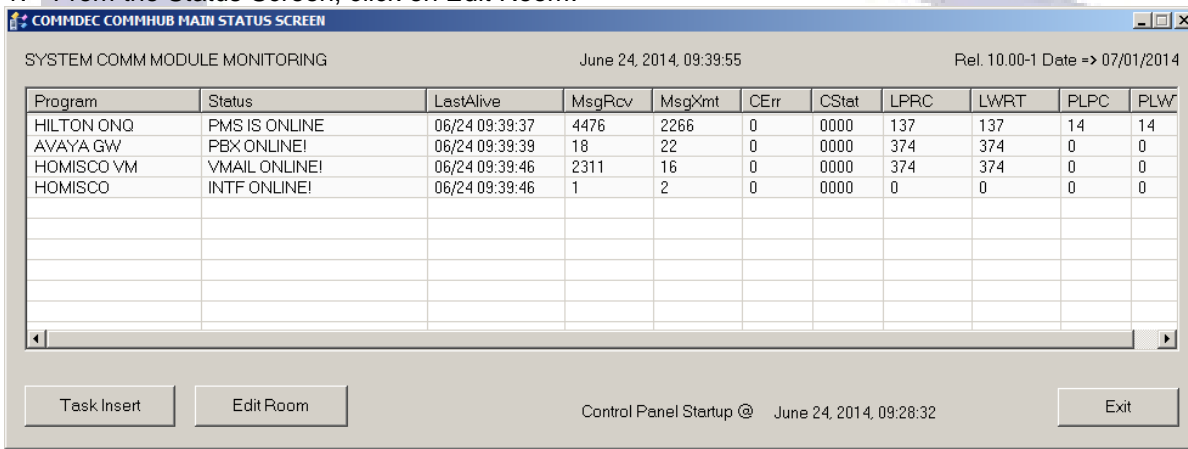
- At the Task Insert Screen, Select M from the drop down menu and then Enter the room number and press submit. Press Exit to exit out.



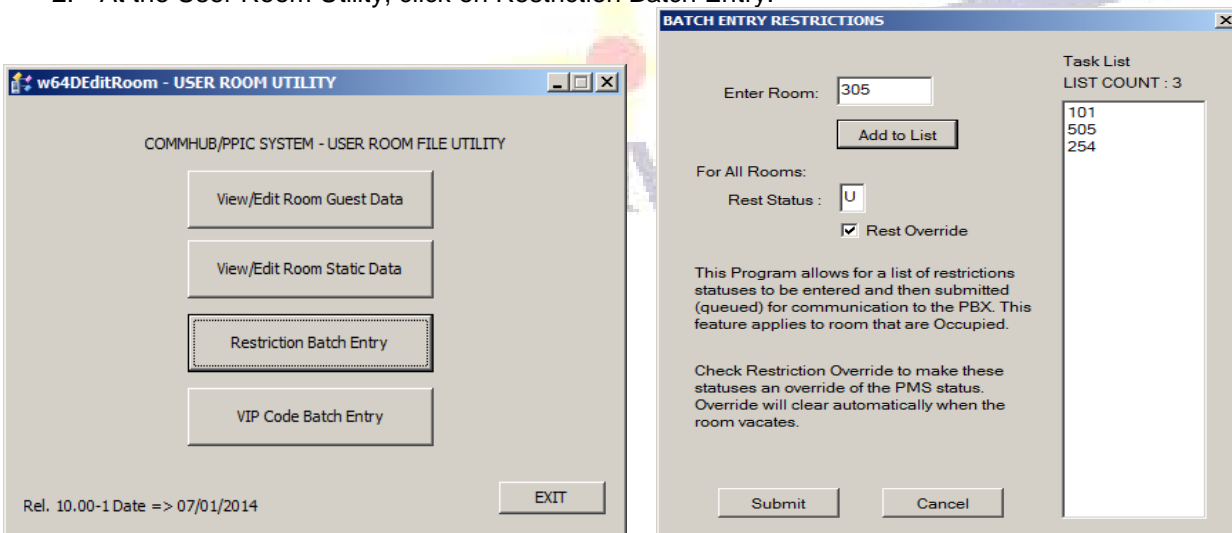
## Restriction Batch Entry (Use only on occupied rooms.)

This program allows for a list of restrictions statuses to be entered and then submitted to the PBX. This feature only works on rooms that are occupied.

- From the Status Screen, click on Edit Room.



- At the User Room Utility, click on Restriction Batch Entry.





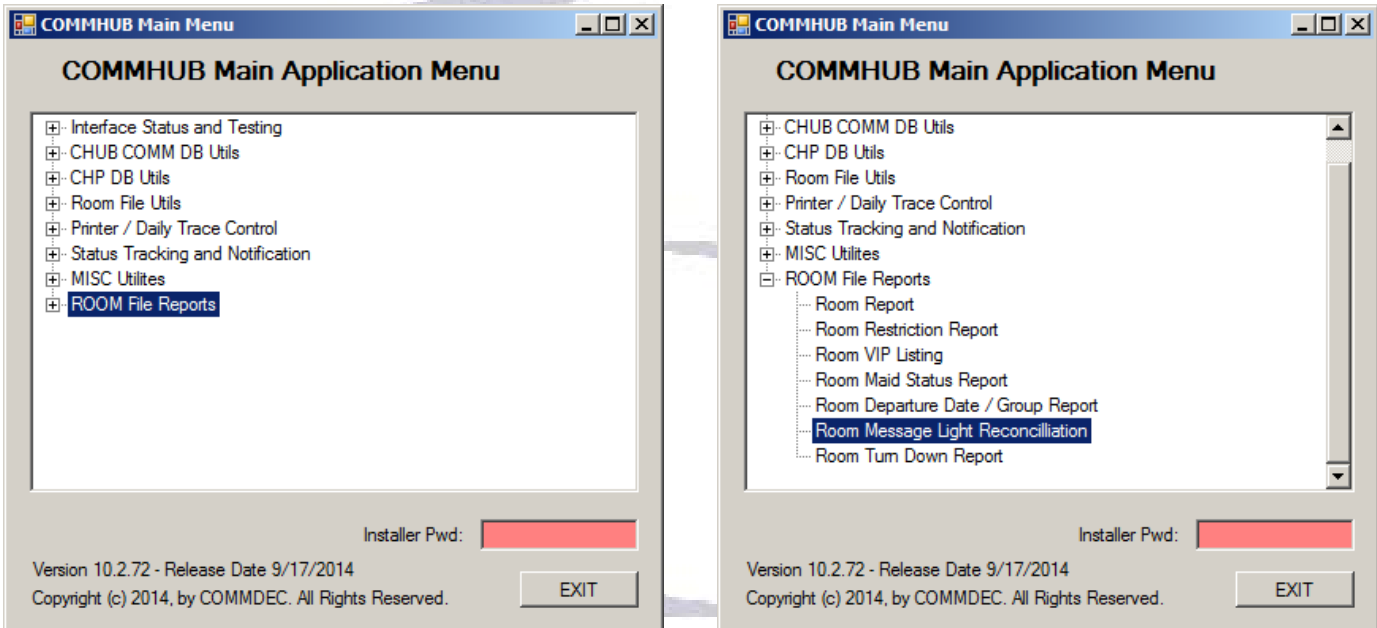
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3. Enter the room number and click Add to List and continue to add rooms (up to 24). Type U for unrestricted or R for restricted in the Rest. Status field. Check the Rest Override box to make these statuses an override to the PMS status. Click Submit.

### 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.

Click on the Box in front of Room File Reports to expand the menu. Double Click on Room Message Reconciliation.



A copy of this report (CHUBMsgReconRpt.fil) is saved in the Reports folder on the desktop. The report will show room numbers, suite numbers (if used), and Text and Voice Message flags. Only Rooms that have message statuses, text or voice (light should be **ON**) will print on this report. If the message status is **ON** for a text message (from the PMS) or, if the message status is **ON** for a voice message (from the Voice Mail), the room will appear on the report as follows:

RM = 104, T=N V=1  
RM = 152, T=Y V=0  
RM = 240, T=Y V=3

Rooms that do not display should have a message light status of **OFF**. The report is organized in room number order.

Double click on other reports in the above menu to print the desired room reports.



# Advanced Procedures

## DATABASE SWAP

BE AWARE OF THESE ISSUES BEFORE PERFORMING A DATABASE SWAP

**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.

- 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.
- **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 to mid-sized properties will take on average, 30 minutes to 1.5 hours for all systems to catch up, larger properties 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:

**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. From the Status Screen, click Task Insert

SYSTEM COMM MODULE MONITORING June 24, 2014, 09:39:55 Rel. 10.00-1 Date => 07/01/2014

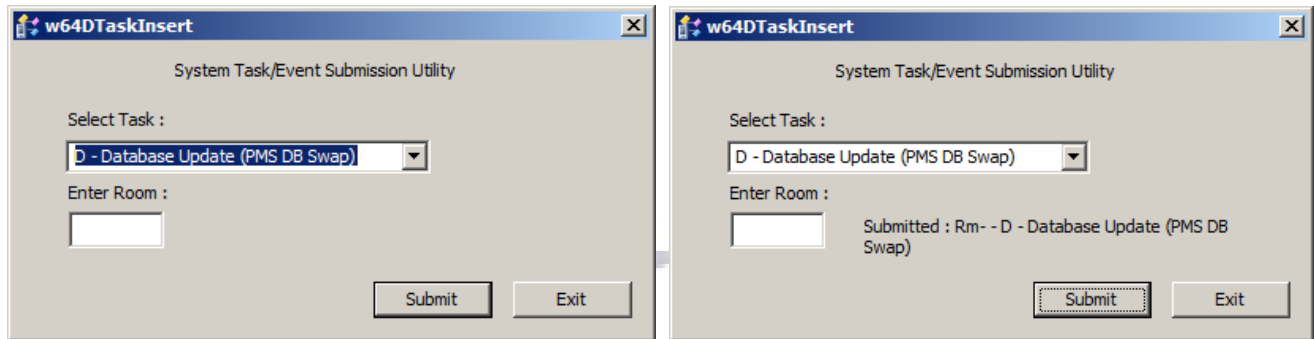
Program	Status	LastAlive	MsgRcv	MsgXmt	CErr	CStat	LPRC	LWRT	PLPC	PLW
HILTON ONQ	PMS IS ONLINE	06/24 09:39:37	4476	2266	0	0000	137	137	14	14
AVAYA GW	PBX ONLINE!	06/24 09:39:39	18	22	0	0000	374	374	0	0
HOMISCO VM	VMAIL ONLINE!	06/24 09:39:46	2311	16	0	0000	374	374	0	0
HOMISCO	INTF ONLINE!	06/24 09:39:46	1	2	0	0000	0	0	0	0

Task Insert Edit Room Control Panel Startup @ June 24, 2014, 09:28:32 Exit



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2. At the Task Insert Screen - Select D – Database Update (PMS DB Swap) from the drop down men and press Submit. You do not need to enter a room number.



3. The screen will display Submitted to confirm the swap has been initiated. Press exit to exit out.

## **PPIC Restriction and Language Override**

### **PPIC “Restriction” Enhancement**

The PPIC 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)

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 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



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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.

## To change the Language and Restriction Override feature:

1. From the Status Screen, click on **Edit Room**

SYSTEM COMM MODULE MONITORING June 24, 2014, 09:39:55 Rel. 10.00-1 Date => 07/01/2014

Program	Status	LastAlive	MsgRcv	MsgXmt	CErr	CStat	LPRC	LWRT	PLPC	PLW
HILTON ONQ	PMS IS ONLINE	06/24 09:39:37	4476	2266	0	0000	137	137	14	14
AWAYA GW	PBX ONLINE!	06/24 09:39:39	18	22	0	0000	374	374	0	0
HOMISCO VM	VMail ONLINE!	06/24 09:39:46	2311	16	0	0000	374	374	0	0
HOMISCO	INTF ONLINE!	06/24 09:39:46	1	2	0	0000	0	0	0	0

Task Insert Edit Room Control Panel Startup @ June 24, 2014, 09:28:32 Exit

2. Select **View/Edit Guest Data**

COMMHUB/PPIC SYSTEM - USER ROOM FILE UTILITY

View/Edit Room Guest Data

View/Edit Room Static Data

Restriction Batch Entry

VIP Code Batch Entry

Rel. 10.00-1 Date => 07/01/2014 EXIT

3. Enter the room number (not extension number) of the desired room, and press **Read Room**

View / Edit Room Guest Data

Room Number: 501 Read Room Clear Data Room Record : 132.

Occ Status: 0

Guest Name: JACKSON, BILL

Departure Date: 0925

Language: EN Lang Override

Restriction: U Rest Override

Text Message:

Voice Message:

VIP Code: VIP VIP Override

Group Code:  Group Override

Freq Stayer Info:

Info Only Fields:

- ECOM Arrv Msg Sent
- ECOM Dept Msg Sent
- Group Arrv Msg Sent

Arrival Date

Maid Status

Last Guest: Lgst = [DAY, KATE]

TurnDown Tonight:  Set Turn Down Tonight

TurnDown All Nights:  Set Turn Down All Nights

Room Record:

```

01 09/17/14 09:55:48 - N -RM S JACKSO -JACKSON, RM STAT '
02 09/18/14 11:09:23 - MS-TSKI ECOMMS -SK 0007501-
03 07/14/14 11:49:31 - I -RM U COMMDE -COMMDEC, RM UPD '
04 07/14/14 11:49:31 - M -RM U T=N/V= -T=N/V=0>RM UPD '
05 07/14/14 11:49:31 - R -RM U Rest= -Rest= U RM UPD '
06 07/14/14 16:26:42 - RS-FPMS CIABBO -RS MSG from PMS '
07 07/14/14 16:26:42 - N -RM S ABBOTT -ABBOTT, RM STAT '
08 07/15/14 09:07:25 - I -TSKI TSKINS -' USERTASK '
09 07/15/14 09:50:55 - MS-TSKI StoPMS -' CDTIFPBX '
10 07/15/14 16:18:09 - MS-TSKI StoPMS -'0 501 CDTIFPBX '
11 07/16/14 10:27:53 - M -TSKI TSKINS -' USERTASK '
12 07/16/14 10:35:39 - MS-TSKI StoPMS -'2 CDTIFPBX '
13 07/22/14 10:22:11 - OI-TSKI TSKINS -' PIVGDSWAP '
14 07/22/14 10:23:34 - NV-TSKI TSKINS -' PIVGDSWAP '
15 07/22/14 10:48:50 - IV-RM M ROOM M -ROOM MOVRM MOVE '
16 07/22/14 10:48:50 - N -RM M ROOM M -ROOM MOVRM MOVE '
17 07/22/14 10:48:50 - MV-RM M LIGHT -LIGHT UPRM MOVE '
18 07/22/14 10:48:50 - RM-FPMS S500 -RM MSG from PMS '
19 07/24/14 12:02:26 - F -TSKI StoPMS -'
20 07/24/14 12:02:26 - RU-FPMS CICOMM -RU MSG from PMS '
21 07/24/14 12:02:26 - I -RM U COMMDE -COMMDEC, RM UPD '
22 07/24/14 12:02:26 - M -RM U T=N/V= -T=N/V=0>RM UPD '
23 07/24/14 12:02:26 - R -RM U Rest= -Rest= U RM UPD '
24 08/11/14 16:20:20 - RU-FPMS CICOMM -RU MSG from PMS '
25 08/11/14 16:20:20 - I -RM U COMMDE -COMMDEC, RM UPD '

```

Save Exit



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4. LANGUAGE (EX: SP = SPANISH)- Check the Lang Override box
5. RESTRICTION (U/R) - Check the Rest Override box

\*Note: Valid entries vary for property. Language Codes could be site specific however; standard language codes are listed below. 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)

6. Press SAVE to process the form or EXIT to exit out if there are no changes.

CODE	LANGUAGE
EN	ENGLISH
SP	SPANISH
JP	JAPANESE
GE	GERMAN
KO	KOREAN
CH	CHINESE
IT	ITALIAN
CF	CANADIAN FRENCH
FR	FRENCH

## To add or change the VIP Code for a checked in room (Room *must* be checked in before this feature can be used):

1. From the Status Screen, click on **Edit Room**

COMMDEC COMMHUB MAIN STATUS SCREEN

SYSTEM COMM MODULE MONITORING      June 24, 2014, 09:39:55      Rel. 10.00-1 Date => 07/01/2014

Program	Status	LastAlive	MsgRcv	MsgXmt	CErr	CStat	LPPC	LWRT	PLPC	PLW
HILTON ONQ	PMS IS ONLINE	06/24 09:39:37	4476	2266	0	0000	137	137	14	14
AVAYA GW	PBX ONLINE!	06/24 09:39:39	18	22	0	0000	374	374	0	0
HOMISCO VM	VMAIL ONLINE!	06/24 09:39:46	2311	16	0	0000	374	374	0	0
HOMISCO	INTF ONLINE!	06/24 09:39:46	1	2	0	0000	0	0	0	0

Task Insert      Edit Room      Control Panel Startup @ June 24, 2014, 09:28:32      Exit

1. Enter the room number (not extension number) of the desired room, and press **Read Room**



# COMMDEC TECHNICAL DOCUMENTATION

View / Edit Room Guest Data

Room Number:

Room Record : 132.

Occ Status:

Guest Name:

Departure Date:

Language:   Lang Override

Restriction:   Rest Override

Text Message:

Voice Message:

VIP Code:   VIP Override

Group Code:

Freq Stayer Info:

Info Only Fields:

ECOM Arrv Msg Sent

ECOM Dept Msg Sent

Group Arrv Msg Sent

Arrival Date

Maid Status

Last Guest:

LGst: = [DAY, KATE]

TurnDown Tonight:

TurnDown All Nights:

01 09/17/14 09:55:48 - N -RM S JACKSO -JACKSON, RM STAT '  
 02 09/18/14 11:09:23 - MS-TSKI ECOMMS -SK 0007501-'  
 03 07/14/14 11:49:31 - I -RM U COMMDE -COMMDEC, RM UPD '  
 04 07/14/14 11:49:31 - M -RM U T=N/V= -T=N/V=0>RM UPD '  
 05 07/14/14 11:49:31 - R -RM U Rest= -Rest= U RM UPD '  
 06 07/14/14 16:26:42 - RS-FPMS CIABBO -RS MSG from PMS '  
 07 07/14/14 16:26:42 - N -RM S ABBOTT -ABBOTT, RM STAT '  
 08 07/15/14 09:07:25 - I -TSKI TSKINS -' USERTASK '  
 09 07/15/14 09:50:55 - MS-TSKI StoPMS -' CDITFPBX '  
 10 07/15/14 16:18:09 - MS-TSKI StoPMS -' 501 -CDITFPBX '  
 11 07/16/14 10:27:53 - M -TSKI TSKINS -' USERTASK '  
 12 07/16/14 10:35:39 - MS-TSKI StoPMS -' 2 CDITFPBX '  
 13 07/22/14 10:22:11 - OV-TSKI TSKINS -' PV6DSWAP '  
 14 07/22/14 10:23:34 - NV-TSKI TSKINS -' PV6DSWAP '  
 15 07/22/14 10:48:50 - IV-RM M ROOM M -ROOM MOV RM MOVE '  
 16 07/22/14 10:48:50 - N -RM M ROOM M -ROOM MOV RM MOVE '  
 17 07/22/14 10:48:50 - MV-RM M LIGHT -LIGHT UP RM MOVE '  
 18 07/22/14 10:48:50 - RM-FPMS S500 -RM MSG from PMS '  
 19 07/24/14 12:02:26 - F -TSKI StoPMS -'  
 20 07/24/14 12:02:26 - RU-FPMS CICOMM -RU MSG from PMS '  
 21 07/24/14 12:02:26 - I -RM U COMMDE -COMMDEC, RM UPD '  
 22 07/24/14 12:02:26 - M -RM U T=N/V= -T=N/V=0>RM UPD '  
 23 07/24/14 12:02:26 - R -RM U Rest= -Rest= U RM UPD '  
 24 08/11/14 16:20:20 - RU-FPMS CICOMM -RU MSG from PMS '  
 25 08/11/14 16:20:20 - I -RM U COMMDE -COMMDEC, RM UPD '

3. In the VIP Code space, enter the guest's VIP code.
4. VIP Override box should be checked
5. Press Save to save data.
6. Verify information on guest's extension

## VIP Batch Entry (Rooms MUST be checked in before you can use this feature. Use only on occupied rooms.) Check with us before using so we can discuss limitations for your PBX.

This program allows for a list of VIP Codes to be entered and then submitted to the PBX. This feature only works on rooms that are occupied.

1. From the Status Screen, click on Edit Room

COMMDEC COMMHUB MAIN STATUS SCREEN

SYSTEM COMM MODULE MONITORING June 24, 2014, 09:39:55 Rel. 10.00-1 Date => 07/01/2014

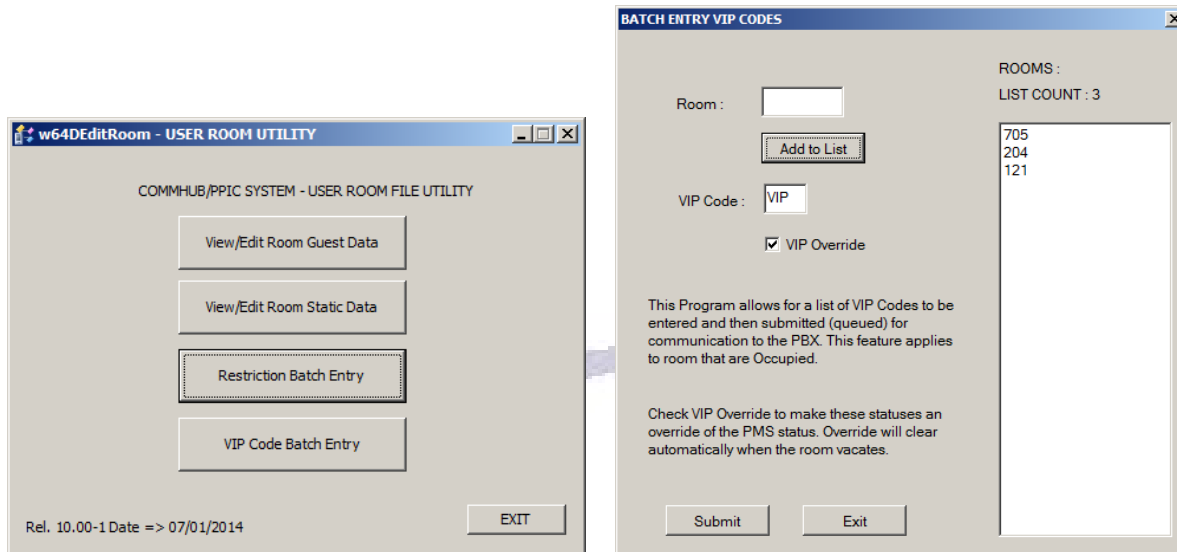
Program	Status	LastAlive	MsgRcv	MsgXmt	CErr	CStat	LPRC	LWRT	PLPC	PLW
HILTON ONQ	PMS IS ONLINE	06/24 09:39:37	4476	2266	0	0000	137	137	14	14
AWAYA GW	PBX ONLINE!	06/24 09:39:39	18	22	0	0000	374	374	0	0
HOMISCO VM	VMail ONLINE!	06/24 09:39:46	2311	16	0	0000	374	374	0	0
HOMISCO	INTF ONLINE!	06/24 09:39:46	1	2	0	0000	0	0	0	0

Task Insert  Control Panel Startup @ June 24, 2014, 09:28:32

2. Click on VIP Code Batch Entry.



## COMMDEC TECHNICAL DOCUMENTATION

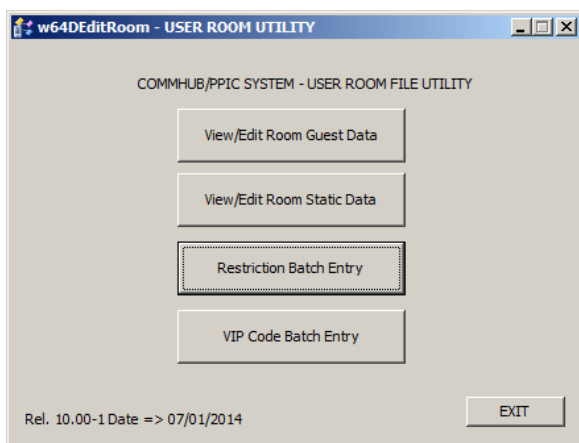


3. Enter the room number and click Add to List and continue to add rooms (up to 24). Type U for unrestricted or R for restricted in the Rest. Status field. Check the Rest Override box to make these statuses an override to the PMS status. Click Submit.
4. To verify VIP code, Click on Edit Room, enter Room Number. The VIP code should be present and the VIP Override should have a "Y" listed in that field.

## Alternative Room check in Procedures for PBX and Voice Mail

If the PMS link is down and the front desk cannot check in rooms through the Property Management System, the PPIC will allow a room to be checked in through Edit Room. This will update the PBX and Voicemail systems to show the correct room data. Once the room is checked in through Edit Room, the guest names will display correctly in the PBX and Voicemail systems.

1. From the Status Screen, click on **Edit Room** (Make sure the Caps Lock is ON).
2. Select **View/Edit Room Guest Data**



3. Enter the room number (not extension number) of the desired room and press Read Room.





# COMMDEC TECHNICAL DOCUMENTATION

View / Edit Room Guest Data

Room Number:

Occ Status:

Guest Name:

Departure Date:

Language:   Lang Override

Restriction:   Rest Override

Text Message:

Voice Message:

VIP Code:   VIP Override

Group Code:

Freq Stayer Info:

Info Only Fields:  
 ECOM Arrv Msg Sent  
 ECOM Dept Msg Sent  
 Group Arrv Msg Sent

Arrival Date  
Maid Status

Last Guest:  
LGst: = [DAY, KATE]

TurnDown Tonight:  
TurnDown All Nights:

Room Record : 132.

01	09/17/14	09:55:48	-N-RM S	JACKSO	-JACKSON, RM STAT
02	09/18/14	11:09:23	-MS-TSKI	ECOMMS	-SK 0007501-
03	07/14/14	11:49:31	-I-RM U	COMMDE	-COMMDEC, RM UPD
04	07/14/14	11:49:31	-M-RM U	T=N/V=	-T=N/V=0>RM UPD
05	07/14/14	11:49:31	-R-RM U	Rest=	-Rest= U RM UPD
06	07/14/14	16:26:42	-RS-FPMS	CIABBO	-RS MSG from PMS
07	07/14/14	16:26:42	-N-RM S	ABBOTT	-ABBOTT, RM STAT
08	07/15/14	09:07:25	-I-TSKI	TSKINS	-USERTASK
09	07/15/14	09:50:55	-MS-TSKI	StoPMS	-CDTIFPBK
10	07/15/14	16:18:09	-MS-TSKI	StoPMS	-0 501 CDTIFPBK
11	07/16/14	10:27:53	-M-TSKI	TSKINS	-USERTASK
12	07/16/14	10:35:39	-MS-TSKI	StoPMS	-2 CDTIFPBK
13	07/22/14	10:22:11	-OV-TSKI	TSKINS	-PV6DSWAP
14	07/22/14	10:23:34	-NV-TSKI	TSKINS	-PV6DSWAP
15	07/22/14	10:48:50	-IV-RM M	ROOM M	-ROOM MOVRM MOVE
16	07/22/14	10:48:50	-N-RM M	ROOM M	-ROOM MOVRM MOVE
17	07/22/14	10:48:50	-MV-RM M	LIGHT	-LIGHT UP RM MOVE
18	07/22/14	10:48:50	-RM-FPMS	S500	-RM MSG from PMS
19	07/24/14	12:02:26	-F-TSKI	StoPMS	-
20	07/24/14	12:02:26	-RU-FPMS	CICOMM	-RU MSG from PMS
21	07/24/14	12:02:26	-I-RM U	COMMDE	-COMMDEC, RM UPD
22	07/24/14	12:02:26	-M-RM U	T=N/V=	-T=N/V=0>RM UPD
23	07/24/14	12:02:26	-R-RM U	Rest=	-Rest= U RM UPD
24	08/11/14	16:20:20	-RU-FPMS	CICOMM	-RU MSG from PMS
25	08/11/14	16:20:20	-I-RM U	COMMDE	-COMMDEC, RM UPD

4. In the OCC STATUS enter O for Occupied or V for Vacant
5. In GUEST NAME enter LAST NAME, FIRST NAME
6. In RESTRICTION (U/R) enter U for unrestricted or R for restricted room
7. Press SAVE to save information
8. Verify names and room status in PBX and Voice Mail

## System Maintenance

### Changing the Time on the PPIC

1. From the PPIC Taskbar, double click on the clock in the lower right hand corner.
2. Set the correct date and time from the clock screen
3. Click Okay.

\*\*Use WINDOWS® instructions when necessary.

### Required Maintenance of PPIC System

The following actions are required in order to keep the PPIC equipment in operational state. **System failures due to the lack of proper maintenance will not be covered under your maintenance contract.**

The PPIC system should be placed on a UPS for protection in case of a power outage. If your system is not on a UPS and it is damaged by a power outage or electrical storm, it is not covered by the maintenance contract.

1. The PPIC system and its vicinity should be kept clean free of dust. Use compressed air duster to remove dust.
2. Printers in the vicinity should be kept clean and clear of dust also.
3. Have someone in the IT department vacuum out the inside of the entire system at least once a year.
4. Front panel filters (if they exist on system) should be kept clean and washed every 60 days.
5. \*\*Specific model instructions will be provided upon request.