CAAB HOSPITALITY CONSOLE

User Guide

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Gold Business Intelligence

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b) The Program will operate in accordance with, and perform the functions specified in, the User Guide; The User Guide and the media on which the Program is recorded are free from defects in materials and workmanship under normal use for a period of 90 days from the date of purchase.

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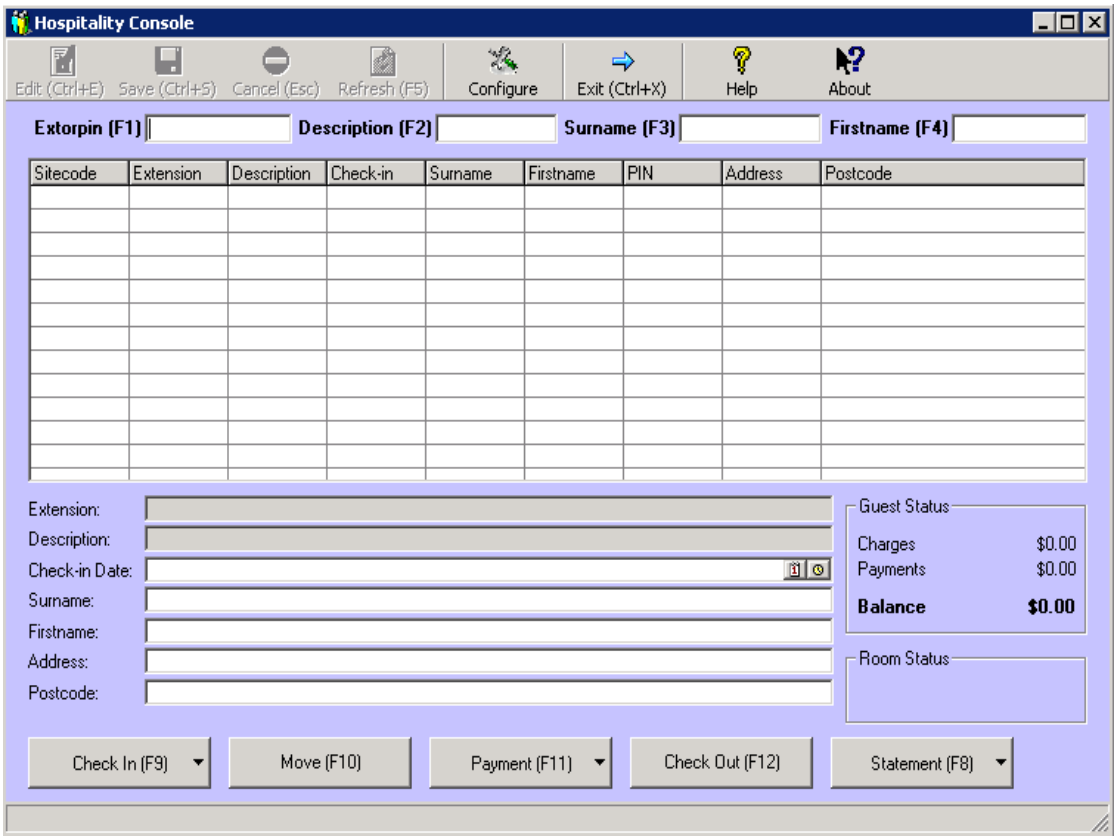
c) The remedies available pursuant to sub-clauses (a) and (b) above; and

2 APPLICATION OVERVIEW



The Hospitality module is specifically designed for telephone billing in Hotels, Motels, Hostels & Hospitals or any other accommodation services.

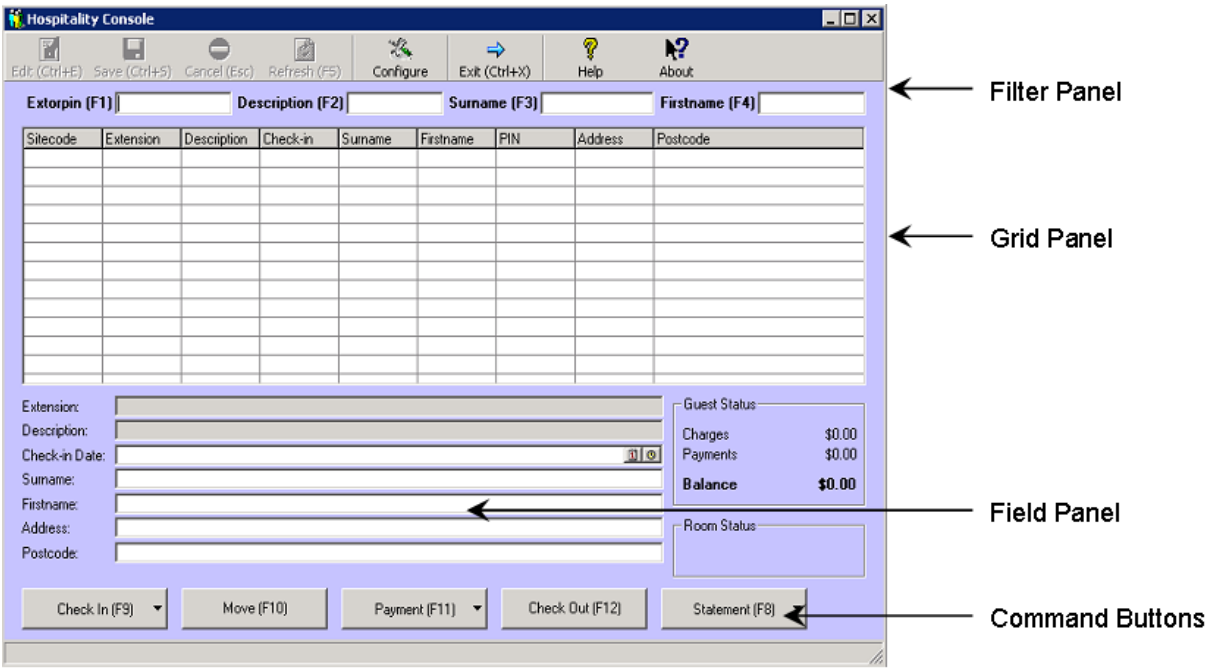
CAAB Hospitality Module is fully networked. Data can be updated from any PC on the network. CAAB's "sharable" database allows for multiple operator access. The module is fully configurable to suit each operator's needs. Configuration options include screen layout and colours, font style, and keyboard shortcut assignments.

Common functions, such as Check In and Check Out, are accessed by single function keys.

The module features a report for printing guest telephone bills.

3 SCREEN LAYOUT

The hospitality module comprises of a main screen, which is divided into four sections.



3.1 THE FILTER PANEL

This area allows the operator to select the records they wish to see. By selecting a field to filter on, using the Function or Control key assigned to it, the operator can type in the text to be filtered.

The search function is dynamic and will search data as each letter or number is typed in, narrowing the range of displayed records as it goes.

The filter function can be applied to multiple fields. In the example below, the operator may have pressed F2 to search the Description column for “Room” and then selected F3 to narrow the search even further to locate the Surname “Picard”.

3.2 THE GRID PANEL

Sitecode	Extension	Description	Check-in	Surname	Firstname	PIN	Address
001	100	Room 100	03/01/2007	Jones	Jimmy		
001	101	Room 101	03/01/2007	Smith	John		
001	102	Room 102	03/01/2007	Abernathy	Rita		
001	103	Room 103	03/01/2007	Kravitz	Lenny		
001	111	Room 104	01/03/2006	Picard	Jean Luc		
001	123	Room 105	01/07/2006	Kirk	James Tiberius		

The Grid Panel displays data for all the directory entries on your system that match the current filter. The data can be limited to a specific site if required.

The slide bar along the bottom will display all fields in the directory record. The column widths can be adjusted to suite your needs. Hover the mouse over the dividing line until the cursor changes to ↔. Then click and drag the divider to the required column width.

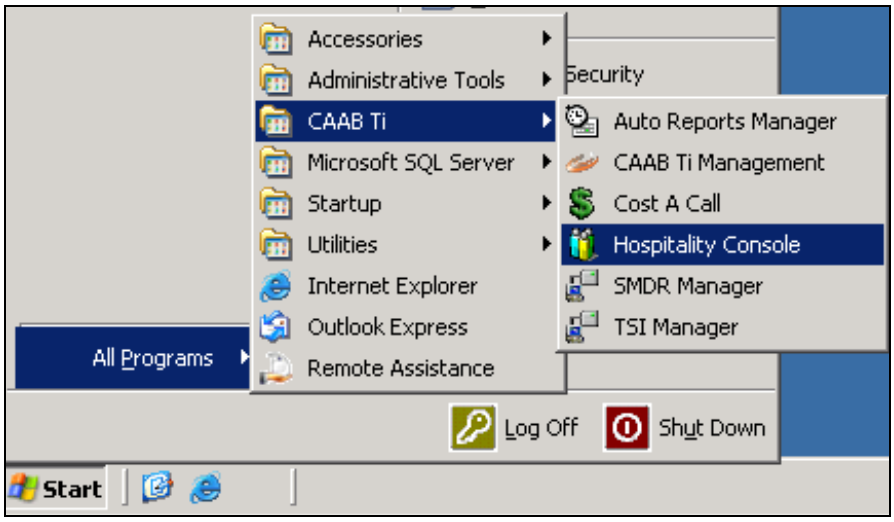
Further adjustment to the Grid Panel including the column selection and display order is available in the *Grid Panel Configuration* module.

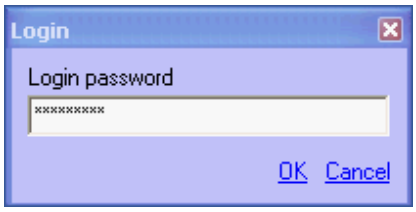
3.3 THE FIELD PANEL

The Field Panel displays the configurable data for the record. By highlighting a record and clicking on the edit button, the operator can change any of these. The fields shown on the initial screen are the defaults. The Operator or Administrator can create additional Field Panels and select the fields you want to edit in *Field Panel Configuration*.

4 STARTING HOSPITALITY CONSOLE

To launch CAAB Hospitality Console, select *START* → *PROGRAMS* → *CAAB XL* → *Hospitality Console*.





You will be requested to enter a password before entering the console. The default password is **password1**.

This password can be changed as required. The process is outlined later in this manual.

Select *OK* after entering your password.

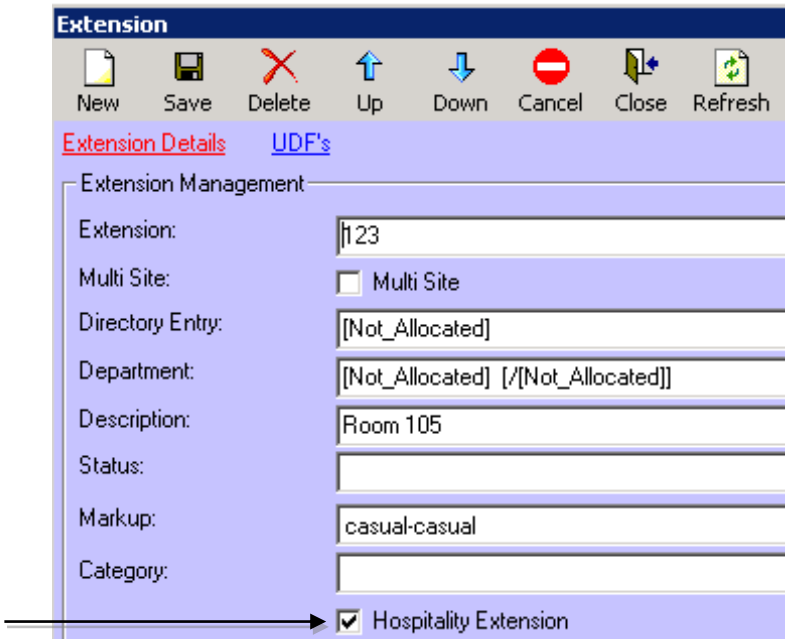
5 USING EXTENSIONS WITH GUESTS

5.1 ASSIGNING EXTENSIONS AS HOSPITALITY EXTENSIONS

Before you are able to utilise the Hospitality Console, it is necessary to assign those extensions which you wish to utilise in the Console. Do this within the CAAB XL Management software.

- Open CAAB XL from the *START* Menu
- Navigate to *Administration → Site Data → Extension*
- Select the extension you wish to set for use in the Hospitality Console, click the *Change* button
- Tick the *Hospitality Extension* checkbox

NOTE: Please confirm the correct Markup is assigned to each extension prior to a guest check-in as Hospitality calls cannot be re-costed if incorrect – a manual invoice will be required.



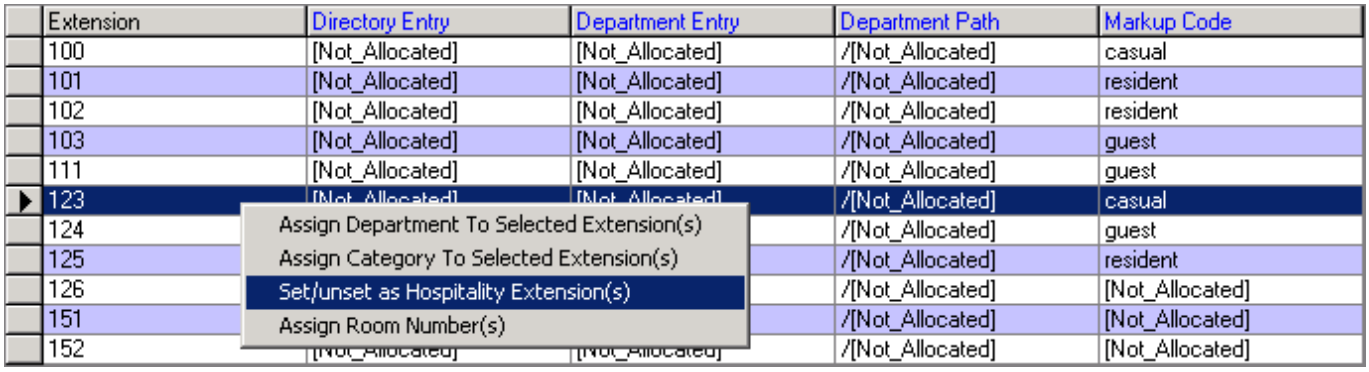
Check the *Hospitality Extension* checkbox for each extension to be managed within the *Hospitality Console*.

Another way to assign extensions to the Hospitality Console is to use the right-mouse click function.

- Within CAAB XL, navigate to *Administration → Site Data → Extension*
- Click on the grey square to the left of the extension you wish to set for use in the Hospitality Console so that the entire line is highlighted. See figure below

Extension	Directory Entry	Department Entry	Department Path	Markup Code
100	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	casual
101	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	resident
102	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	resident
103	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	guest
111	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	guest
123	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	casual

- Right-mouse click on the extension and a pop-up menu will appear
- Select *Set/unset as Hospitality Extension(s)*

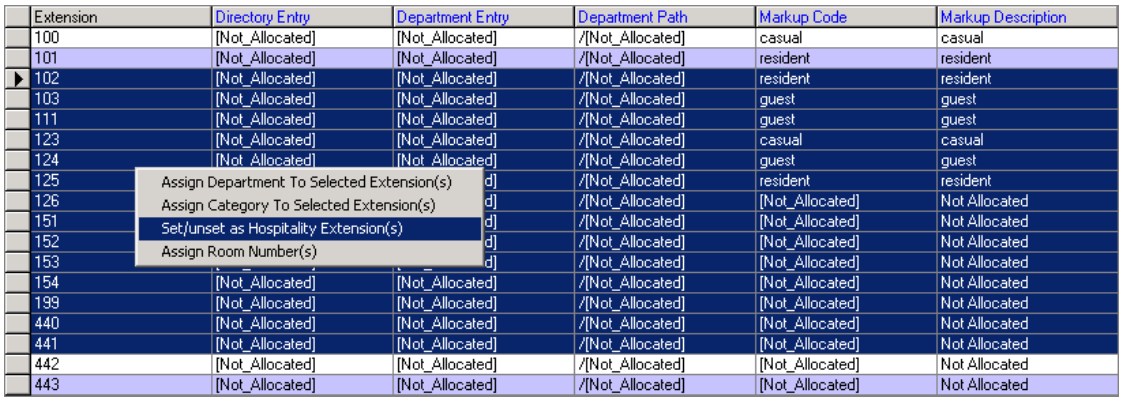


Extension	Directory Entry	Department Entry	Department Path	Markup Code
100	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	casual
101	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	resident
102	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	resident
103	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	guest
111	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	guest
123	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	casual
124			/[Not_Allocated]	guest
125			/[Not_Allocated]	resident
126			/[Not_Allocated]	[Not_Allocated]
151			/[Not_Allocated]	[Not_Allocated]
152	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	[Not_Allocated]

5.2 BULK ASSIGNING EXTENSIONS AS HOSPITALITY EXTENSIONS

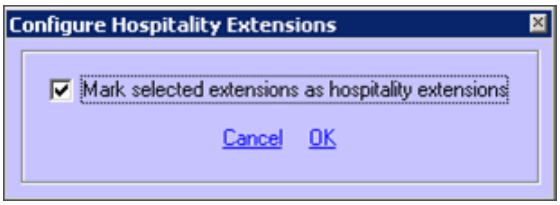
Multiple extensions can be assigned as Hospitality extensions in bulk.

- Select the first extension within the range that you would like to be used within the Hospitality Console
- Hold the ***Shift*** key and select the last extension within the range to be allocated. This should highlight all extensions in between
- Right mouse click on the highlighted section and select *Set/Unset as Hospitality Extension(s)*



Extension	Directory Entry	Department Entry	Department Path	Markup Code	Markup Description
100	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	casual	casual
101	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	resident	resident
102	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	resident	resident
103	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	guest	guest
111	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	guest	guest
123	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	casual	casual
124	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	guest	guest
125			/[Not_Allocated]	resident	resident
126			/[Not_Allocated]	[Not_Allocated]	Not Allocated
151			/[Not_Allocated]	[Not_Allocated]	Not Allocated
152			/[Not_Allocated]	[Not_Allocated]	Not Allocated
153			/[Not_Allocated]	[Not_Allocated]	Not Allocated
154	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	[Not_Allocated]	Not Allocated
199	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	[Not_Allocated]	Not Allocated
440	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	[Not_Allocated]	Not Allocated
441	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	[Not_Allocated]	Not Allocated
442	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	[Not_Allocated]	Not Allocated
443	[Not_Allocated]	[Not_Allocated]	/[Not_Allocated]	[Not_Allocated]	Not Allocated

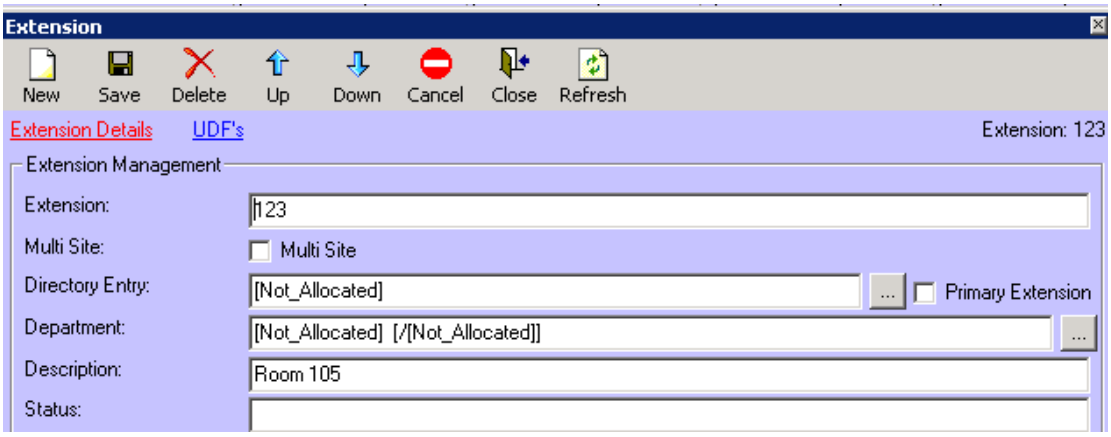
When marking an extension from the grid either individually or in bulk, the following screen will be displayed:



Ensure that *Mark selected extensions as hospitality extensions* is checked and select *OK*

5.3 UPDATING EXTENSION DESCRIPTIONS

The *Description* field for each Extension is commonly used to store the Room Number. To configure this follow the steps below:

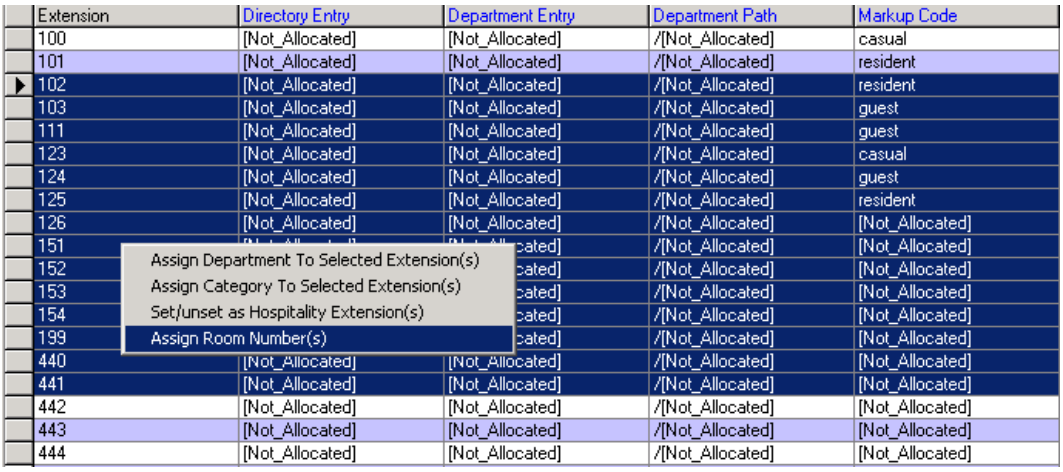


- Within the *CAAB XL* application, navigate to *Administration → Site Data → Extension*
- Select the extension that requires the description modified, and click the *Change* button
- Update the Description field to be the room number the extension is in and click *Save*

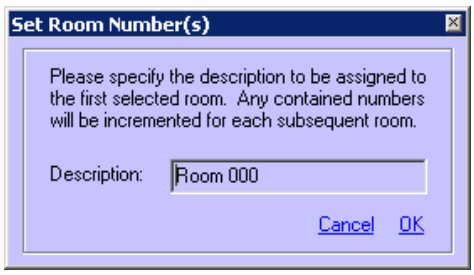
5.4 BULK UPDATING EXTENSION DESCRIPTIONS

Multiple Extensions can be assigned a description in bulk saving the need to enter each extension separately.

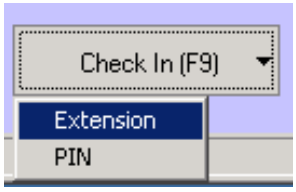
- Select the first extension within the range that you would like to modify the description
- Hold the ***Shift*** key and select the last extension within the range to be modified. This should highlight all extensions in between
- Right mouse click and select *Assign Room Numbers*



- Modify the *Description* to be applied to the extensions selected. If entering room numbers, the number will increase consecutively for each record selected.
- Press *OK* to submit the change

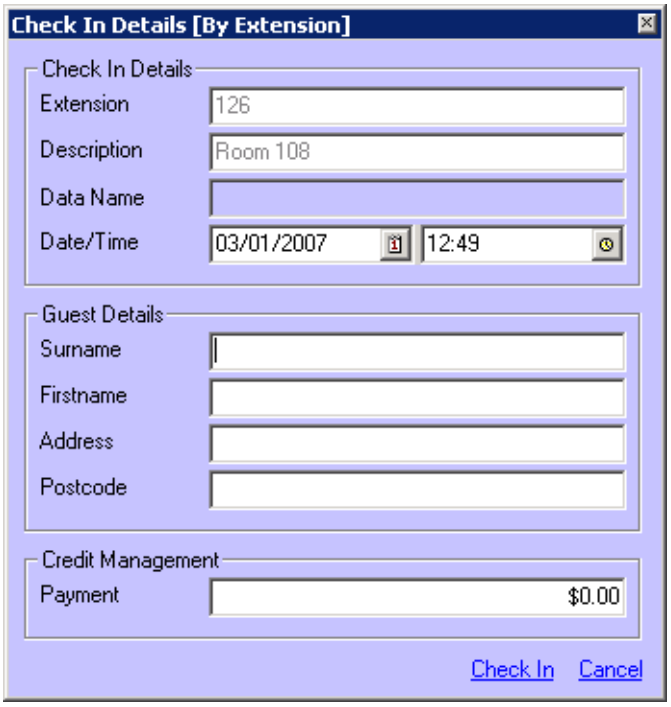


5.5 CHECKING IN A GUEST USING AN EXTENSION



To check a Guest in using an extension, open the Hospitality Console, use the filters to search for the room or extension you need to check in, then select *F9* or click on the *Check In* button. Select *Extension* on the drop-down menu.

This will display the following screen.



The displayed Check In date and time will correspond to the current date and time on your computer. You have the option of editing this if required.

This is useful if a guest checked into a room a period of time prior to you updating the Hospitality console with their details. By backdating the Date/Time fields any call made during that period will be correctly assigned to the particular guest.

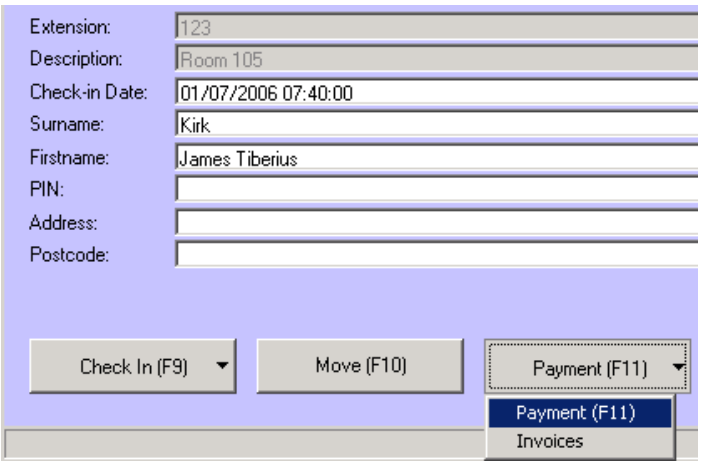
Enter the *Surname*, *Firstname* and *Address* information if required. You also have the option to process an initial payment at this time.

When the fields are populated appropriately click *Check In* to save the record.

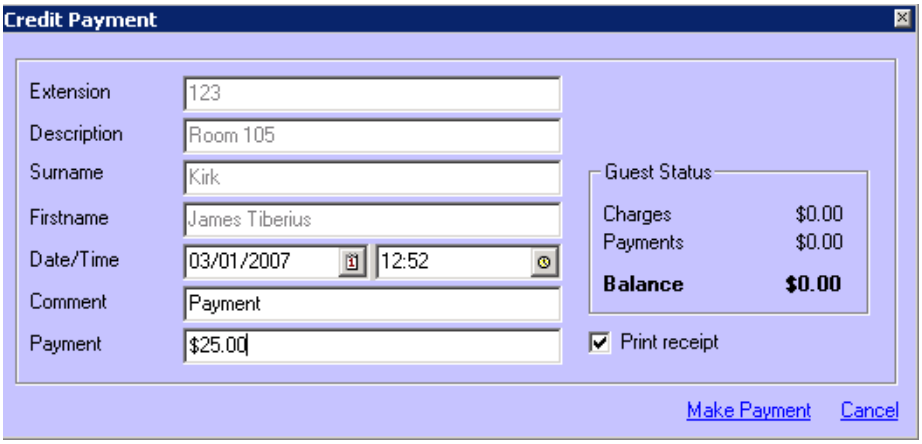
5.6 CREDIT A PAYMENT TO AN EXTENSION AFTER CHECK IN

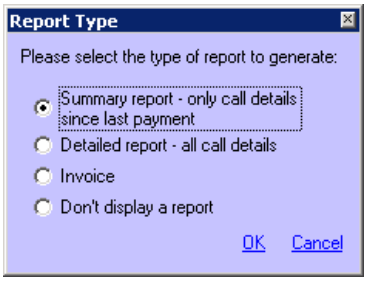
To credit a payment to a room or guest after Check In, use the filters to locate the room/guest.

Click on the *Payment* button (or press the *F11* function key on the keyboard).



This will display the following screen. You have the option of editing the Payment value as well as the Date and Time. Complete the required details and click *Make Payment.*



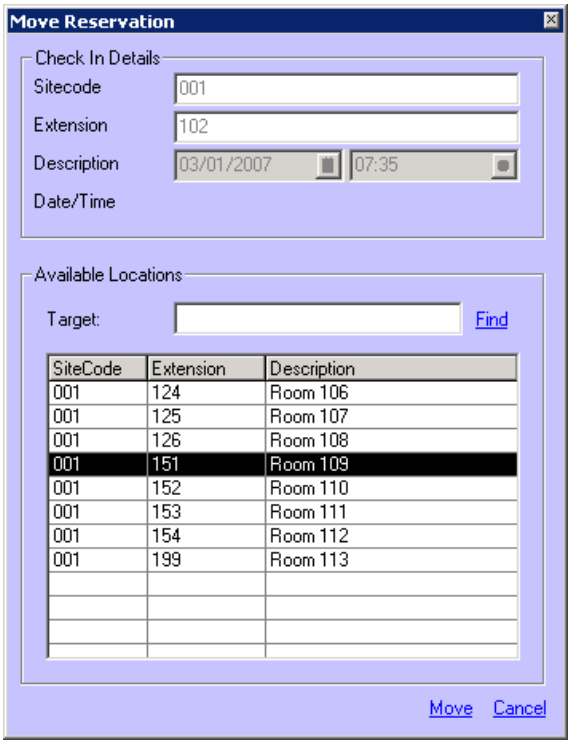


When processing the Payment you will be prompted to print a receipt for your guest. The reports available are:

- Summary Report (call details since last payment received)
- Detailed Report (all call details recorded)
- Invoice (includes final balance due)

Select the appropriate option and click *OK*.

5.7 MOVING A GUEST TO ANOTHER EXTENSION



To move a guest to another extension/room, open the Hospitality Console and use the filters to search for the guest that you want to move.

Select the *Move* button (or press *F10*). This will display the screen to the left.

The Date/Time displayed will correspond to the original Date/Time the guest checked-in.

Select the new extension number that the guest is being moved to and then click *Move*. The guest will be moved to the new extension.

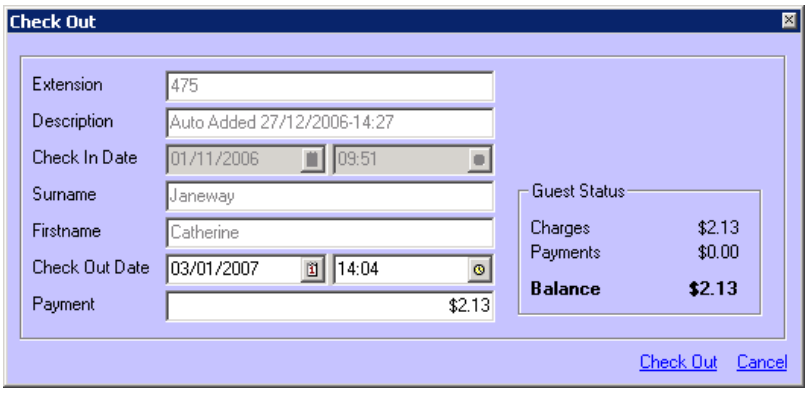
All calls made whilst the guest was checked-in on the previous extension/room will move across also and appear on their bill – there is no need to finalise a guests account prior to moving to another room.

The previous extension should now show a value of zero and a status of Empty.

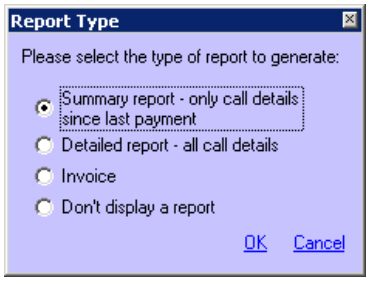
5.8 CHECKING OUT A GUEST

To Check Out a guest, use the filters to search for the room/guest that you would like to Check Out.

Select the *Check Out* button on the Hospitality Console (or press *F12)*. This will display the following screen.



You have the option of editing the Check Out Date and time, and any payments. The Check Out button will then print all calls made since Check In. It will also notify you if a refund is required to be paid to the guest.



When processing the Check Out you will be prompted to print a receipt for your guest. The reports available are:

- Summary Report (call details since last payment received)
- Detailed Report (all call details recorded)
- Invoice (includes final balance due)

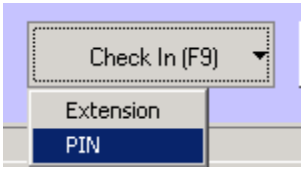
Select the appropriate option and click *OK*.

6 USING A PIN WITH GUESTS

The Hospitality Console now allows Check In against a PIN number rather than an extension number.

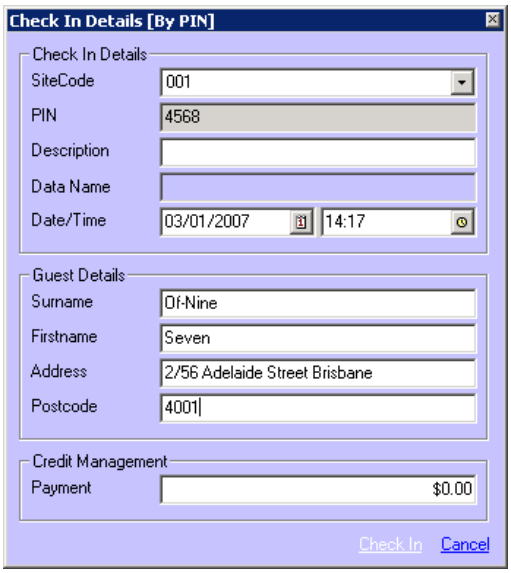
Calls can then be made on any extension within your complex provided that the PIN is used at the time of the call. On Check Out, call charges will be assigned to the owner of the PIN rather than the owner of the extension. This is particularly useful where there are communal telephones such as the foyer or poolside.

6.1 CHECKING IN A GUEST USING A PIN



To Check In a guest using a PIN, launch the Hospitality Console and click on the *Check In* button (or press *F9*).

Select PIN from the dropdown menu. This will display the following screen.



The displayed Check In date and time will correspond to the current date and time on your computer. You have the option of editing this if required.

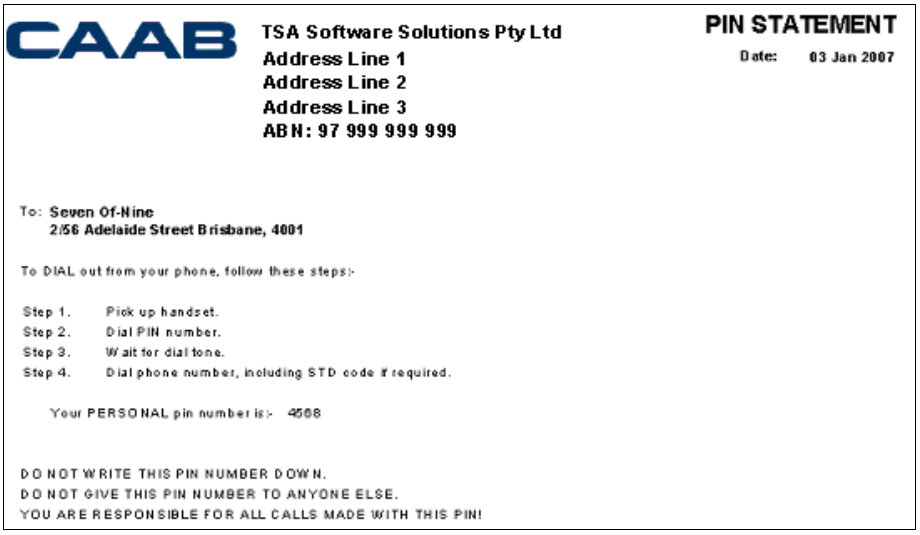
This is useful if a guest checked into a room a period of time prior to you updating the Hospitality console with their details. By backdating the Date/Time fields any call made during that period will be correctly assigned to the particular guest.

Enter the *PIN*, *Surname*, *Firstname* and *Address* information if required. You also have the option to process an initial payment at this time.

When the fields are populated appropriately click *Check In* to save the record.

A Pin Statement will be generated which should be printed and supplied to your guest for their records.

Editing the PIN commands which appear in the statement so that they suit your telephone system requirements can be done in the *Configure* function under the *System Configuration* section of the application. See the *System Configuration* section for more information



CAAB

TSA Software Solutions Pty Ltd
Address Line 1
Address Line 2
Address Line 3
ABN: 97 999 999 999

PIN STATEMENT
Date: 03 Jan 2007

To: Seven Of-Nine
2/56 Adelaide Street Brisbane, 4001

To DIAL out from your phone, follow these steps:-

Step 1. Pick up handset.
Step 2. Dial PIN number.
Step 3. Wait for dial tone.
Step 4. Dial phone number, including STD code if required.

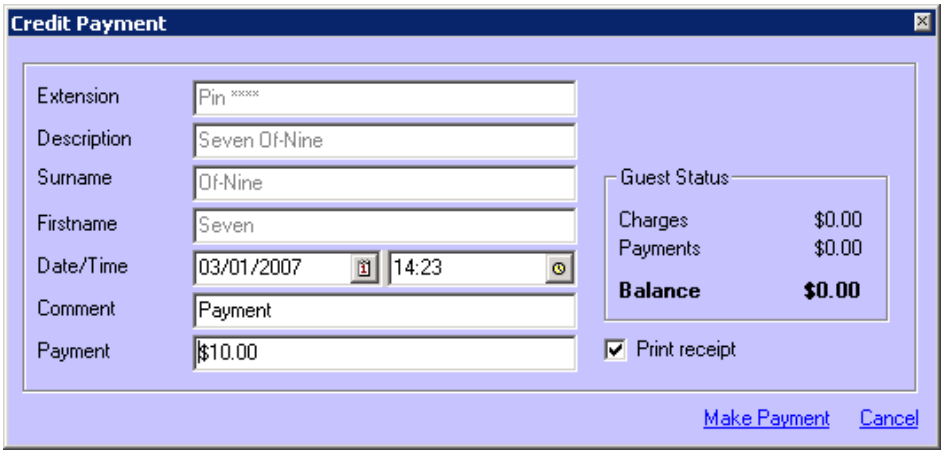
Your PERSONAL pin number is:- 4568

DO NOT WRITE THIS PIN NUMBER DOWN.
DO NOT GIVE THIS PIN NUMBER TO ANYONE ELSE.
YOU ARE RESPONSIBLE FOR ALL CALLS MADE WITH THIS PIN!

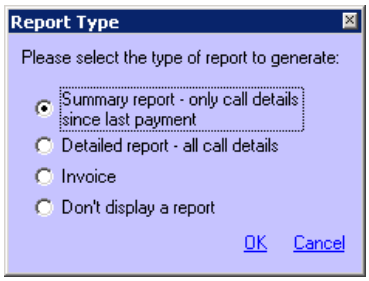
6.2 CREDIT A PAYMENT TO A PIN AFTER CHECK IN

To credit a payment to a guest's PIN after check-in, use the filters to locate the PIN or Guest that you want to credit.

Select the *Payment* button (or press the *F11*). This will display the following screen.



Edit the Payment, Date and Time is necessary. Once the details are complete click *Make Payment*.



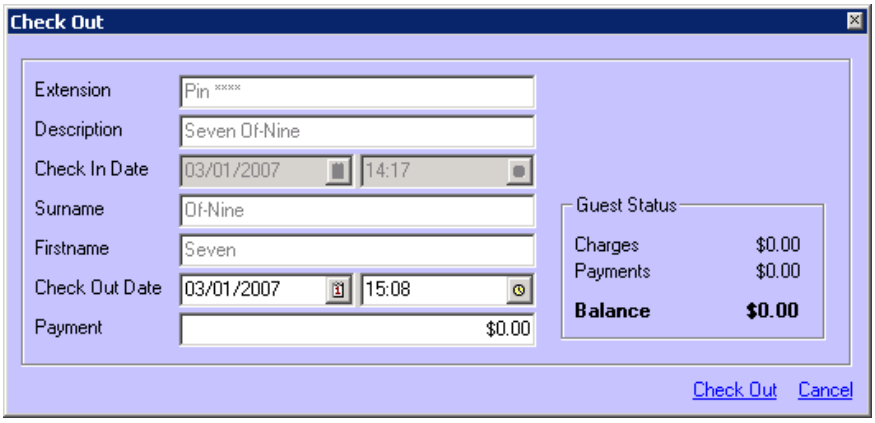
When processing the Payment you will be prompted to print a receipt for your guest. The reports available are:

- Summary Report (call details since last payment received)
- Detailed Report (all call details recorded)
- Invoice (includes final balance due)

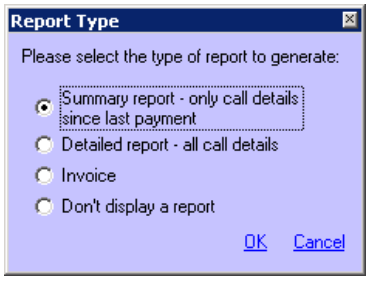
Select the appropriate option and click *OK*.

6.3 CHECKING OUT A GUEST USING A PIN

To Check Out a guest that is using a PIN, select the *Check Out* button (or press F12). This will display the following screen.



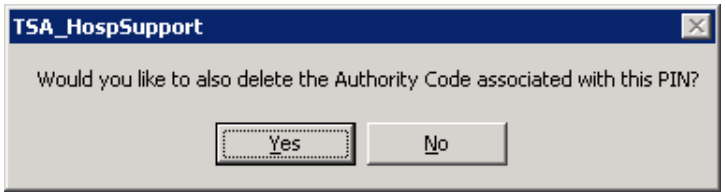
You have the option of editing the payment amount as well as the date and time. Once the details are complete select Check Out.



When processing the Check Out you will be prompted to print a receipt for your guest. The reports available are:

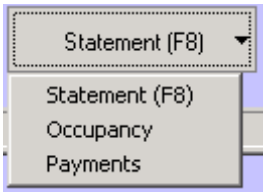
- Summary Report (call details since last payment received)
- Detailed Report (all call details recorded)
- Invoice (includes final balance due)

Select the appropriate option and click *OK*.



A message will also prompt you to confirm if the PIN that has been used by the guest should be deleted or left in the CAAB Database for future use.

7 PRINTING REPORTS AND STATEMENTS



There are a number of reports or statements that can be run within the Hospitality Console. These are explained below.

Note: If reporting on a PIN, an additional report titled *PIN Report* is available. This will generate a Statement report for a PIN.

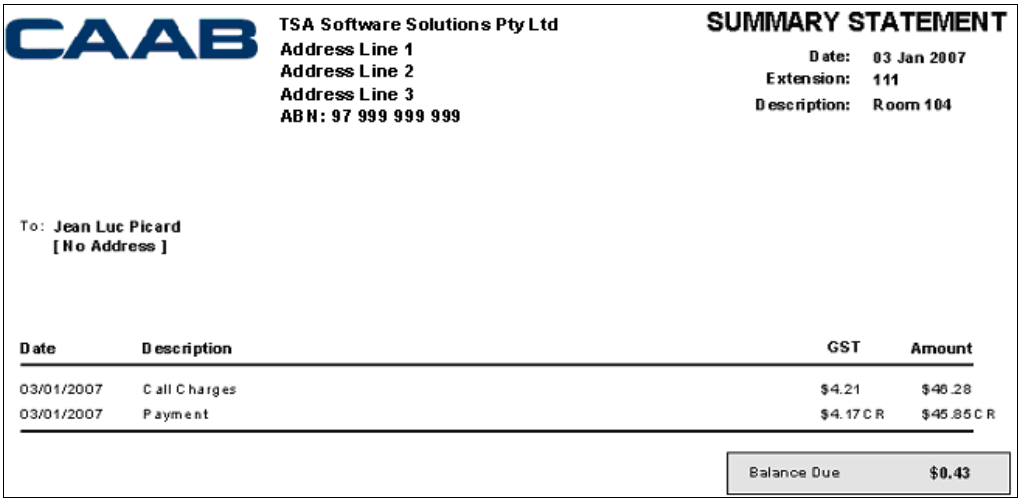
7.1 STATEMENT REPORT

There are three types of statements that can be run.

1. Summary – Shows only call details that have been made since the last payment
2. Invoice – Shows opening balance, new charges, payments made and final balance
3. Detailed – Shows all payments and calls since check in date

A Statement can be run for a check-in at any time.

Summary View:



CAAB

TSA Software Solutions Pty Ltd
Address Line 1
Address Line 2
Address Line 3
ABN: 97 999 999 999

SUMMARY STATEMENT

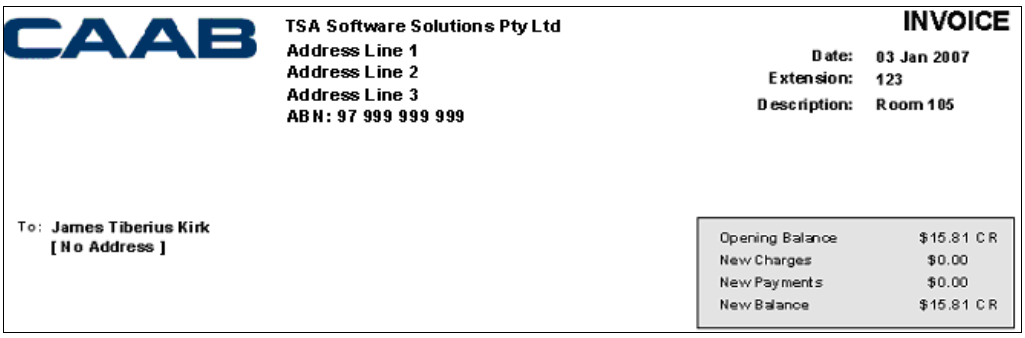
Date: 03 Jan 2007
Extension: 111
Description: Room 104

To: Jean Luc Picard
[No Address]

Date	Description	GST	Amount
03/01/2007	Call Charges	$4.21	$46.28
03/01/2007	Payment	$4.17 CR	$45.85 CR

Balance Due $0.43

Invoice View:



CAAB

TSA Software Solutions Pty Ltd
Address Line 1
Address Line 2
Address Line 3
ABN: 97 999 999 999

INVOICE

Date: 03 Jan 2007
Extension: 123
Description: Room 105

To: James Tiberius Kirk
[No Address]

Opening Balance	$15.81 CR
New Charges	$0.00
New Payments	$0.00
New Balance	$15.81 CR

Detailed View:

CAAB

TSA Software Solutions Pty Ltd
Address Line 1
Address Line 2
Address Line 3
ABN: 97 999 999 999

DETAIL STATEMENT

Date: 03 Jan 2007
Extension: 111
Description: Room 104

To: Jean Luc Picard
[No Address]

Date	Description	GST	Amount
03/01/2007	Call Charges	$4.21	$46.28

Call Date & Time	Dialled Number	Call Type	Duration	Amount
03/01/2007 11:36:00AM	33014910	Local	00:00:37	$0.99
03/01/2007 11:43:00AM	0737230501	Incoming Answered	00:00:35	$0.00
03/01/2007 11:46:00AM	34062787	Local	00:00:30	$0.25
03/01/2007 11:47:00AM	37242870	Local	00:02:31	$0.25
03/01/2007 11:48:00AM	32330900	Local	00:03:45	$0.25
03/01/2007 11:53:00AM	0738586313	Local	00:01:33	$0.25
03/01/2007 11:55:00AM	0734017185	Local	00:04:33	$0.25
03/01/2007 12:03:00PM	33412465	Local	00:00:16	$0.25
03/01/2007 12:09:00PM	0733660700	Incoming Answered	00:00:06	$0.00
03/01/2007 01:36:00PM	33014910	Local	00:00:37	$0.37
03/01/2007 01:43:00PM	0737230501	Incoming Answered	00:00:35	$0.00
03/01/2007 01:46:00PM	34062787	Local	00:00:30	$0.25
03/01/2007 01:46:00PM	0416097621	Mobile	00:41:30	$40.59
03/01/2007 01:47:00PM	37242870	Local	00:02:31	$0.25
03/01/2007 01:48:00PM	32330900	Local	00:03:45	$0.25
03/01/2007 01:53:00PM	0738586313	Local	00:01:33	$0.25
03/01/2007 01:55:00PM	0734017185	Local	00:04:33	$0.25
03/01/2007 02:03:00PM	33412465	Local	00:00:16	$0.25
03/01/2007 02:09:00PM	0733660700	Incoming Answered	00:00:06	$0.00
03/01/2007 02:53:00PM	0738586313	Local	00:05:33	$0.69
03/01/2007 02:59:00PM	32834075	Local	00:02:16	$0.69
03/01/2007 03:04:00PM	0417904797	Incoming Answered	00:03:45	$0.00

03/01/2007	Payment	$4.17CR	$45.85CR

Balance Due $0.43

7.2 OCCUPANCY REPORT

The Occupancy Reports provides a list of all guests or residents that are currently Checked In.

CAAB

TSA Software Solutions Pty Ltd
Address Line 1
Address Line 2
Address Line 3
ABN: 97 999 999 999

OCCUPANCY REPORT

Date: 03 Jan 2007

Extension	Guest	RSC	Check-in Date	Charges	Payments	Balance
100 - Room 100	Jimmy Jones	44	03/01/2007 07:35:00	$0.00	$0.00	$0.00
101 - Room 101	John Smith	11	03/01/2007 07:35:00	$0.00	$0.00	$0.00
102 - Room 102	Rita Abernathy	11	03/01/2007 07:35:00	$0.00	$0.00	$0.00
103 - Room 103	Lenny Kravitz	11	03/01/2007 07:36:00	$0.00	$0.00	$0.00
111 - Room 104	Jean Luc Picard	11	01/03/2006 07:39:00	$162.11	$0.00	$162.11
123 - Room 105	James Tiberius Kirk	11	01/07/2006 07:40:00	$30.98	$0.00	$30.98
475 - Auto Added 27	Catherine Janeway	11	01/11/2006 09:51:00	$8.11	$0.00	$8.11
Pin **** - Gloria Smit	Gloria Smith		03/01/2007 11:12:00	$0.00	$0.00	$0.00

7.3 PAYMENT REPORT

The Payment Report will provide a list of all payments taken over a selected period of time

CAAB

TSA Software Solutions Pty Ltd
Address Line 1
Address Line 2
Address Line 3
ABN: 97 999 999 999

PAYMENTS REPORT

Date: 03 Jan 2007

From: January 3, 2007 12:00 am
To: January 3, 2007 11:59 pm

Date	Room	Guest	Description	Amount
03/01/2007 09:50:00	475 - Auto Added 27	Jane Hathaway	Final Payment	$20.00
03/01/2007 16:32:00	111 - Room 104	Jean Luc Picard	Payment	$45.85 CR
03/01/2007 16:32:00	123 - Room 105	James Tiberius Kirk	Payment	$23.15 CR
03/01/2007 16:32:00	475 - Auto Added 27	Catherine Janeway	Payment	$5.00 CR
03/01/2007 16:33:00	103 - Room 103	Lenny Kravitz	Payment	$20.00 CR
			Total:	$74.00 CR

8 UPDATING THE DEFAULT ADDRESS & LOGO

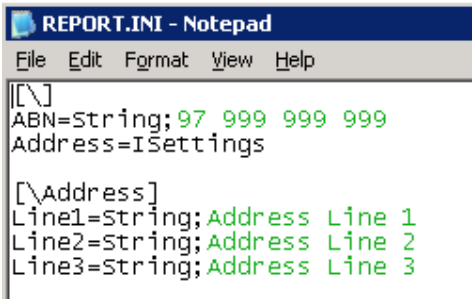
By default CAAB Hospitality includes a generic Company Address and ABN as well as a standard CAAB report logo.

These can be altered to display your Business information, ABN and Corporate logo.

8.1 UPDATING THE DEFAULT DDDRESS & ABN

To update the default address and ABN on the report:

- Open Windows Explorer & navigate to **`C:\CAABData\DB`**
- The **`REPORT.ini`** file is Read-Only. Right click **`REPORT.ini`**, select *Properties* and uncheck the *Read-only* check box. Click *OK* to save.
- Open the file **`REPORT.ini`** file in a text editor. *Notepad* is the default Windows text editor.
- Update the text highlighted in green in the image below:
  - Update the section "**`ABN=String;`**" with your company's ABN
  - Update the 3 Address lines with the required address



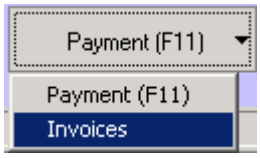
8.2 UPDATING COMPANY LOGO

- To update the CAAB logo you will require a copy of your logo in BITMAP (**BMP**) format and approximately the same size as the current CAAB logo (190 x 59 pixels).
  - The logo file will be saved on your computer as **`C:\Program Files\CAAB XL\Reports\REPORTIMAGE.BMP`**
- Rename the existing file first to **`REPORTIMAGE_ORIGINAL.BMP`**
- Copy your logo image into the directory, and rename it to **`REPORTIMAGE.BMP`**.

9 INVOICING

CAAB Hospitality has the ability to invoice your long-term residents. This is especially useful in aged-care and residential situations.

9.1 CREATING INVOICES

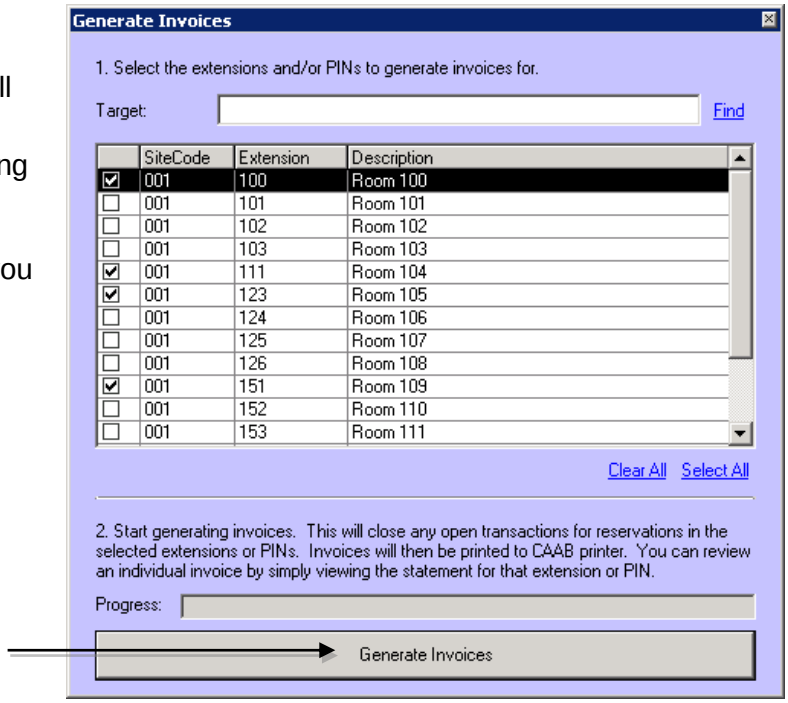


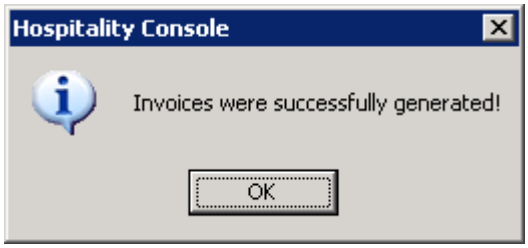
From the *Payment* button, select *Invoices*

The *Generate Invoices* screen will appear.

You can choose to generate invoices for all rooms/extensions and PIN's that are currently checked in or select a subset using the checkboxes.

Click the *Generate Invoices* button when you are ready.

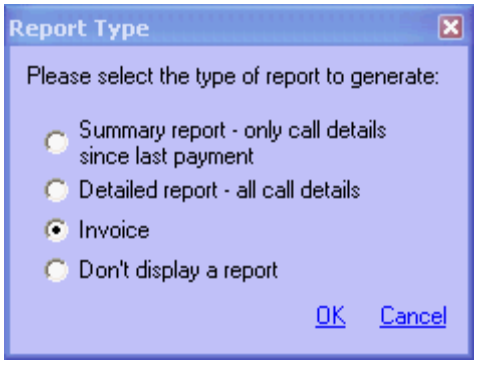


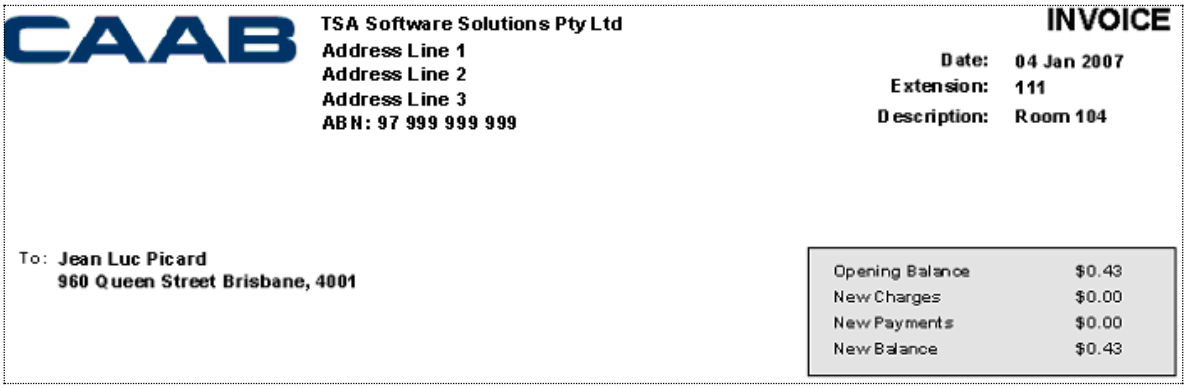


CAAB will advise once all invoices have been generated successfully.

9.2 PRINTING INVOICES

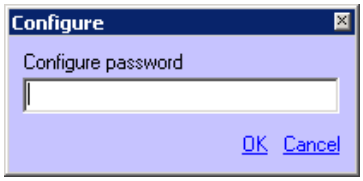
- To print an Invoice, first select the Room or Extension that you want the invoice for.
- From the Statement button, select *Statement*. The *Report Type* screen will appear.
- Select the Invoice option and click *OK*. The Invoice will be previewed to screen.





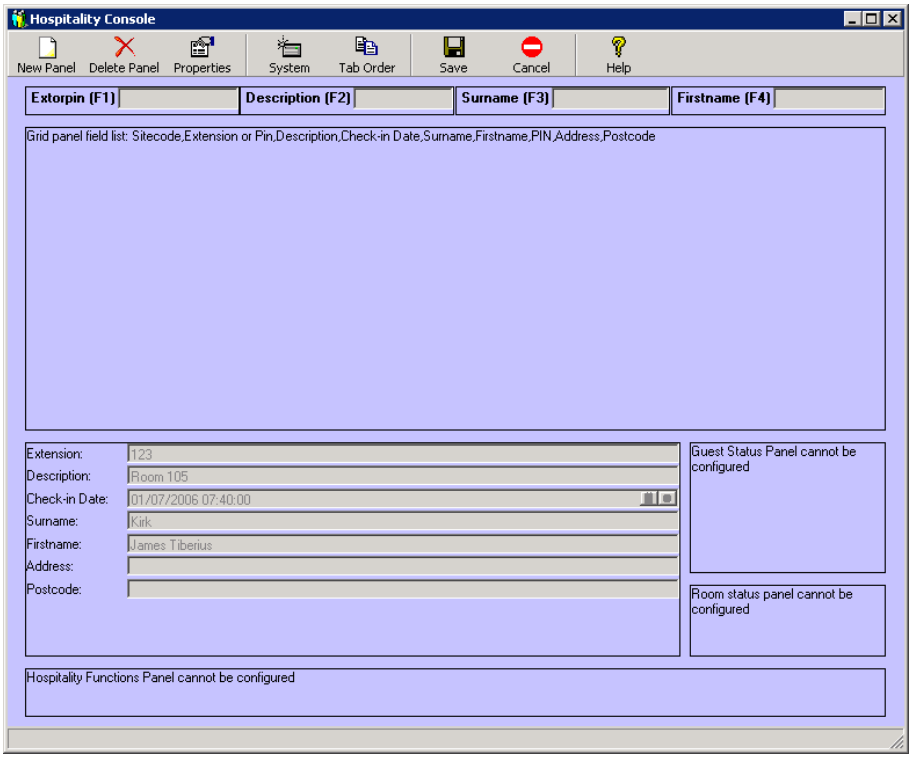
To print the invoice, select the *Print* icon in the top left hand corner of the report preview screen.

10 CONFIGURING YOUR SCREEN LAYOUT (ADVANCED USERS ONLY)



The CAAB Hospitality Console allows for a great deal of personalisation. To open the Configuration screen you will be prompted to enter a password.

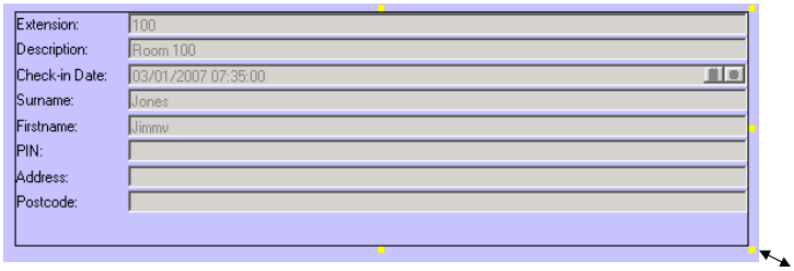
For configuring the Hospitality Console the default password is **password2**.



A *Configuration* screen to will be displayed.

- Create new panels
- Delete panels
- Modify panel properties
- Move panels / Modify screen layout
- Modify Tab Key Order
- Set the default Site
- Set the PIN length
- Customise field names
- Customise colours
- Modify keyboard shortcuts

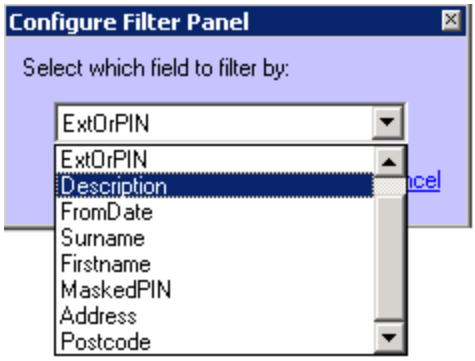
10.1 MODIFY EXISTING PANELS



In the *Configure* screen, click any panel to adjust its size and position.

You can drag and drop a selected panel into the position you require. To adjust the size of the panel, click on the yellow "handles" on the side or corner of the box (shown left) and drag to resize.

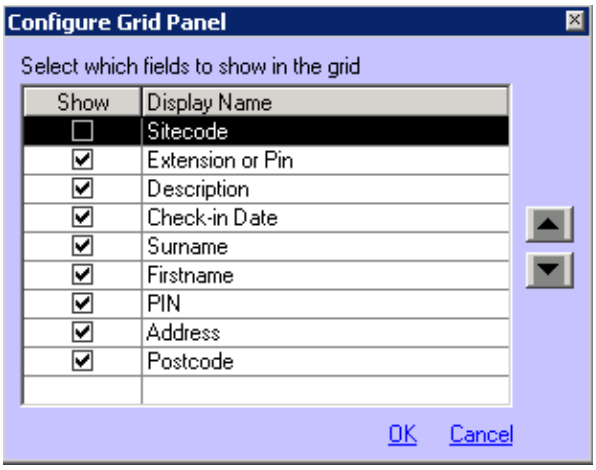
10.2 FILTER PANEL CONFIGURATION



Doubleclick on this panel in *Configure* screen and you can select the fields used for Filters. The *Configure Filter Panel* popup contains a complete list of the filter fields for your selection.

To assign a Function key (i.e. F10) associated with a particular filter select System Configuration and alter the Keyboard Shortcuts.

10.3 GRID PANEL CONFIGURATION

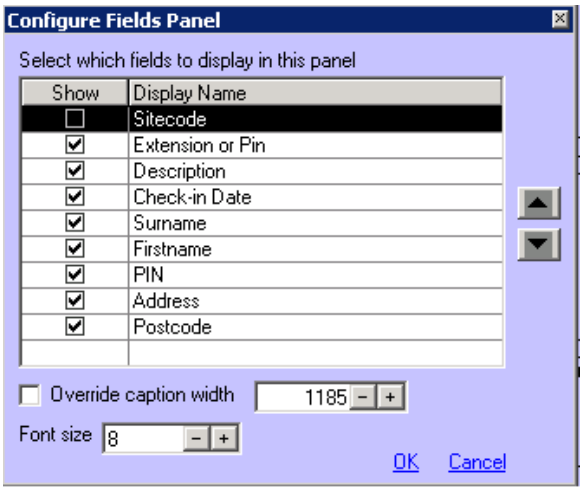


Doubleclick on this panel in the *Configuration* screen to select the fields displayed in your database window.

In the *Configure Grid Panel* popup, use the Arrow buttons to move the column positions for the available fields. Highlight the field you wish to move and select either Up or Down to move the field to the position you require.

You can switch Filter fields on or off by checking on the show box.

10.4 FIELD PANEL CONFIGURATION



Doubleclick on this panel in the *Configuration* screen to select the fields to display and edit. .

As with the Grid Panel Configuration, use the Arrow buttons to the right to move the column positions for the available fields. You can switch on/off Filter fields by ticking on the show box.

By checking the *Override Caption Width* checkbox, you can manually adjust the space used for captions in the Fields Panel in the width box. If no Override setting is entered, the width will default to the widest caption used.

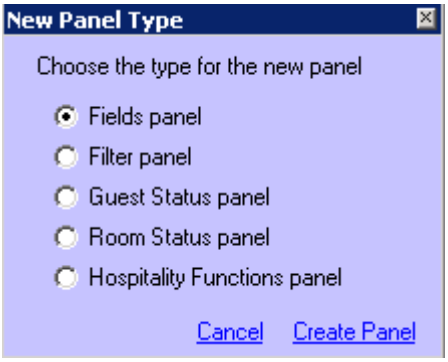
The font size can also be adjusted to suit your needs and the space available on your screen.

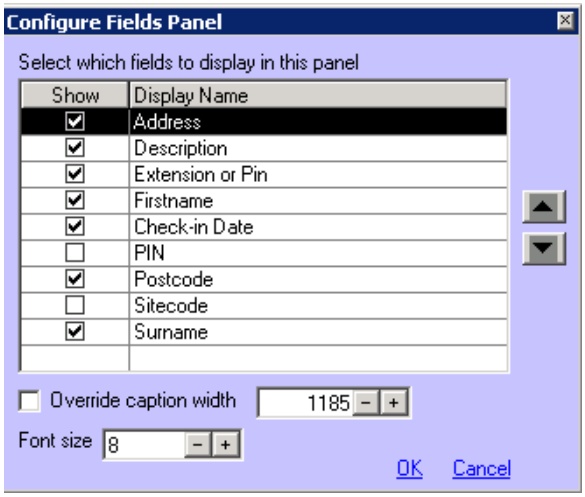
10.5 ADDING A NEW PANEL

Click the *New Panel* button in the Menu to create additional panels for your directory system.

This will launch the *New Panel Type* popup. Select the type of panel you wish to create and select *Create Panel*.

You will be presented with a new panel of the type selected with the default entries for that panel.





Adjust the position and size of the newly created panel for your needs and doubleclick on it to invoke a *Configuration* popup.

Select the fields you wish to display and save the configuration.

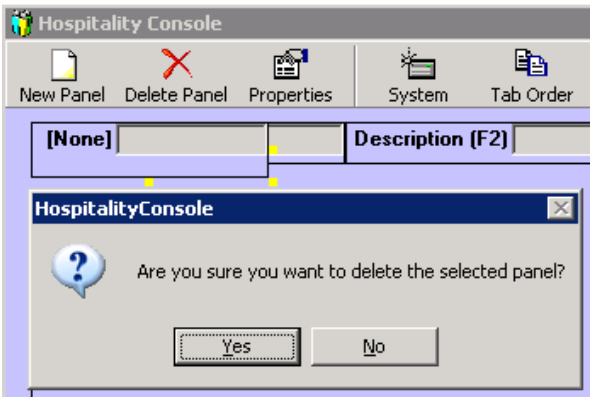
The final layout should match your requirements but, if not, it can be edited until correct.

10.6 DELETING A PANEL

The *Configuration* screen panels to be removed from the screen.

Select a panel to remove and click *Delete Panel* in the Menu. Users will be prompted before the panel is rmoved/

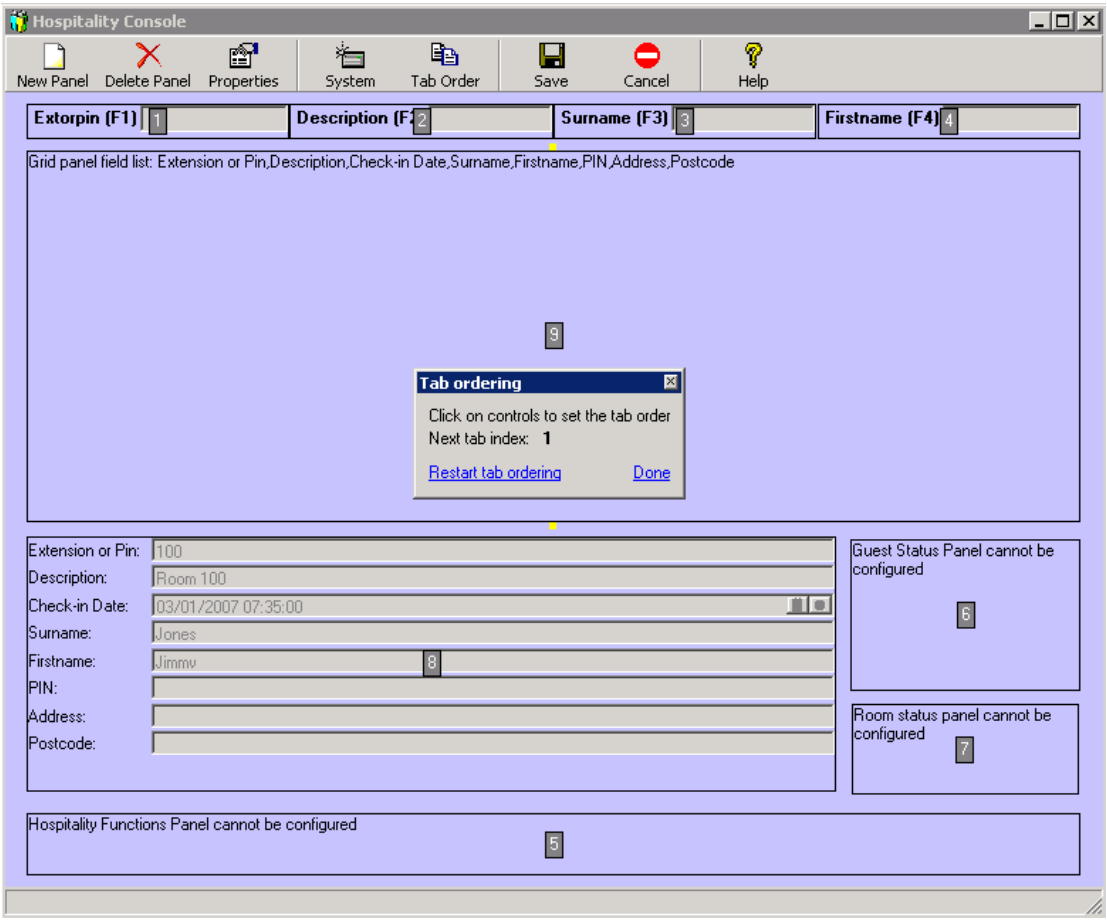
The Field Panel is the only panel that may not be deleted.



10.7 SETTING THE TAB ORDER

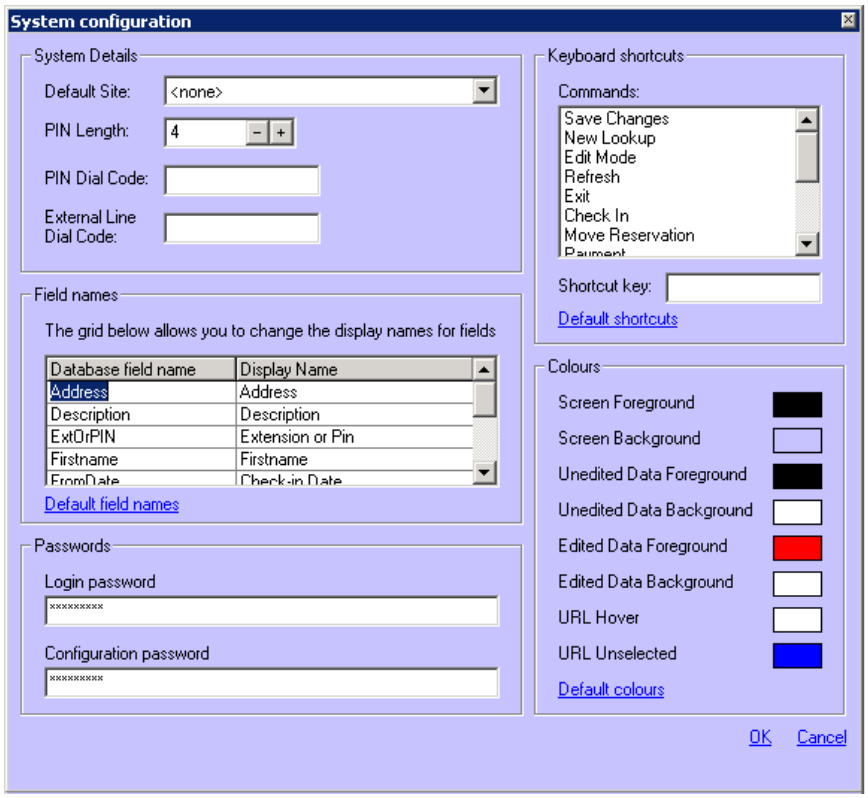
In Hospitality Console, the *Tab* key will take move the cursor to the next field. The order the fields move through may be adjusted by modifying the *Tab Order*.

On the *Configuration* screen, click *Tab* Order in the Menu.



Click each panel in the preferred order to assign the Tab Order. Click Restart Tab Ordering to begin again. Click Done to save changes.

11 SYSTEM CONFIGURATION



By selecting the *System* button the *System Configuration* screen is displayed.

System Configuration allows the user to make a variety of adjustments to the way the system treats and displays the data.

This area allows for a great deal of customisation of the system. The areas that can be changed are as follows:

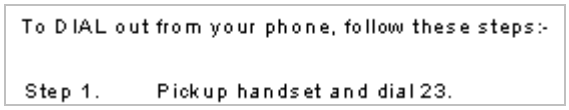
11.1 DEFAULT SITE

In a Multisite environment, this option defines the site displayed in *Hospitality Console*. If no Site is specified, Hospitality extensions for all sites will be displayed.

11.2 PIN LENGTH

When using PINs, this field sets the length of the PIN numbers used.

By default the pin length is 4 digits but this can be altered depending upon the programming of your PABX.



NOTE: This figure must match what is set in your PABX

11.3 PIN DIAL CODE

The prefix the user needs to enter prior to entering their PIN. This information will appear on the PIN report.

The PIN Dial Code is not always required, but may be programmed within your PABX. By entering the designated code the PABX will expect a PIN number to follow.

```
To DIAL out from your phone, follow these steps:-

Step 1.     Pickup handset and dial 23.
Step 2.     Dial PIN number.
```

NOTE: This figure must match what is set in your PABX

11.4 EXTERNAL LINE DIAL CODE

The code the user needs to enter to access the phone line prior to dialing an external number. This information will appear on the PIN report. A common example is where a zero must be dialled for an outside line, enter '0' here.

```
To DIAL out from your phone, follow these steps:-

Step 1.     Pickup handset and dial 23.
Step 2.     Dial PIN number.
Step 3.     Dial 0 for outside line.
```

NOTE: This figure must match what is set in your PABX

11.5 FIELD NAMES

In this area there are two columns. The first contains the database names of all of the fields in the directory. The second column contains the current *Display Name* for each field.

The database field names are predefined and cannot be updated. The Display Names as they appear within *Hospitality Console* may be changed to suit your business.

Select any *Display Name* to be changed. Make the changes, and Tab or click off the field.

The change to that *Display Name* will now be reflected throughout the *Hospitality Console* for this workstation. Each workstation can be customised individually according to individual preferences.

The option to revert to default Field Names is also available.

11.6 PASSWORDS

The *Login* and *Configuration* passwords for the Hospitality Console may be changed here.

It is recommended that the passwords are changed from the default **password1** and **password2**.

NOTE: Once passwords are configured, TSA Software does not have the ability to determine the password in the event it is forgotten. A re-installation of the software is required.

11.7 KEYBOARD SHORTCUTS

Each of the functions available in the Console is tied to a function key on your keyboard.

The *Keyboard Shortcuts* feature allows the user to decide which function is to be assigned to which key.

Select the function from the list to display the current Shortcut key. To change it simply select the function key to be applied. Combinations of the Alt, Shift, and Control can be used.

The option to revert to default Keyboard Shortcuts is available.

11.8 COLOURS

The screen display areas listed in this function are fully configurable. Doubleclick any screen section to change its colour.