

**Call  Inn<sup>®</sup>**  
**Call Accounting**  
**for Windows**

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## **ACKNOWLEDGEMENT**

We would like to thank all of the motel owners, managers and staff who have contributed their suggestions and ideas for making Call-Inn® Call Accounting for Windows a better and more useful product. Your invaluable help in the development and testing of Call-Inn® is greatly appreciated.

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# INTRODUCTION

Call-Inn® Call Accounting for Windows is an easy to use, low cost call accounting system that works in the background on any Windows-Based computer. The program installs in minutes and links directly to the Check-Inn® lodging software. Call-Inn® is designed to price the phone calls a guest makes from his or her room and automatically post the record of the call and the charges to the guest's folio. The touch of a button on the Guest Screen of Check-Inn® posts any last minute calls the guest might have made, saving you time and money. The Call-Inn® program will place an icon in the system tray, on the bottom right hand corner of your computer screen. To access the Call-Inn® program, simply left click on the phone icon  in your system tray.

If you have problems running Call-Inn® Call Accounting for Windows, consult the corresponding section of this manual. You may also refer to the Question and Answer section at the end of the manual, which contains answers to the most common questions. Once you are running Call-Inn® Call Accounting for Windows you may press the **F1** key at any time to receive help throughout the program. The help key will allow you to view tips, hints, and directions. If you still cannot find a solution to your problem, please call CUSTOMER SUPPORT.

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**IMPORTANT!** Your property name and personal code number **must** be entered in the “Name and Address” section of “Change Settings” in the Check-Inn® program for the Call-Inn® Call Accounting software to work. The property name in Call-Inn® is taken directly from Check-Inn®, you cannot change the property name in the Call-Inn® program. Your property name and code number will be found near the middle of your invoice under the information section. Both the property name & code number must exactly match the invoice.

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# INSTALLATION

## INSTALLING CALL-INN® FROM THE INNSOFT, INC. CD

- To install Call-Inn® Call Accounting for Windows on your computer, insert the Innsoft, Inc. CD into your CD-ROM drive. If you are not prompted in a few moments, click on Start, then Run, then type: D: Setup and press the **OK** button.

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**NOTE:** D is typically the default CD drive.

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- You will be asked which program you wish to install (click on Call-Inn® for Windows).
- If you do not have Adobe Acrobat Reader installed on your computer you will see the following message: “We are unable to locate a current version of Adobe Acrobat Reader. This program is required to view program manuals. Would you like to install this program now?”
  - If you would like install Adobe Acrobat Reader to be able to view the manuals on your computer, press “**Y**” or click the **Yes** button. Otherwise press “**N**” or click the **No** button.
- The Check-Inn® Phone Monitor / Call-Inn® Setup Wizard screen will be displayed. Press “**N**” or click the **Next** button to install Call-Inn® for Windows, otherwise press the **Cancel** button.
- You may now choose where Call-Inn® for Windows will be installed. Typically this will be the C drive if it is a stand-alone computer, but it may be another drive if there is a network (i.e.: F or G). Call-Inn® defaults to the C:\PHONEMON directory.
- Once you have entered the proper directory, press “**Alt+N**” or click the **Next** button to install the program to your hard drive, otherwise press the **Cancel** button.
- Select the Start Menu folder where you would like Setup to create the program’s shortcuts, then press “**N**” or click the **Next** button.
- A summary of your installation choices will be displayed. Press “**I**” or click the **Install** button to finish installing Call-Inn® for Windows, or press “**B**” or click the **Back** button to change the Destination Directory or the Start Menu folder.
- Press “**F**” or click the **Finish** button.

## INSTALLING CALL-INN® FROM A FLOPPY DISK

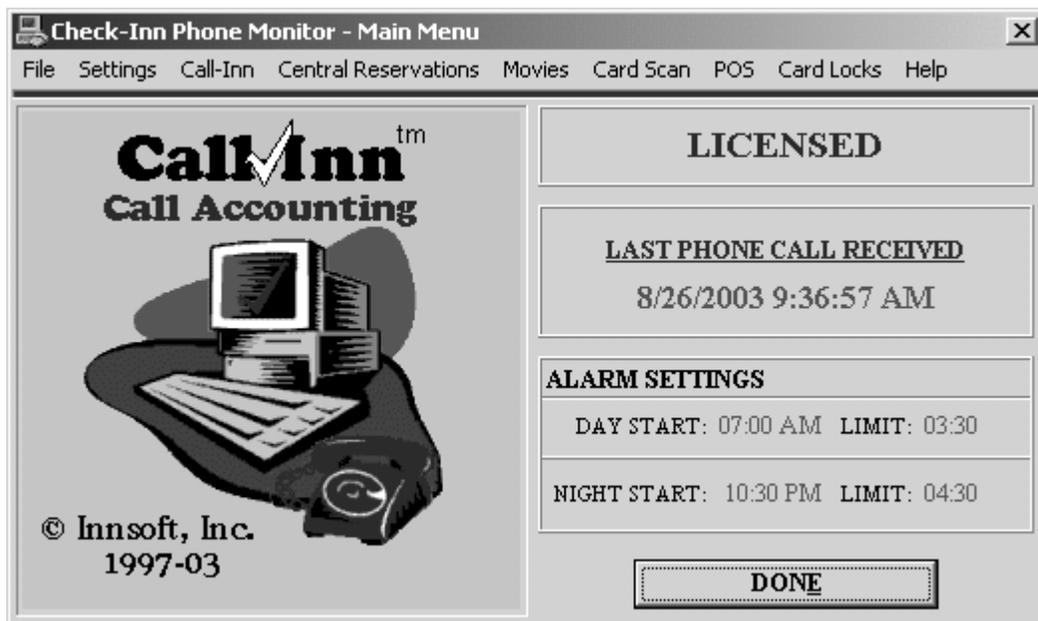
- To install Call-Inn® Call Accounting for Windows on your computer, insert the Call-Inn® floppy disk into your floppy drive. If you are not prompted in a few moments, click on Start, then Run, then type: A: Setup and press the **OK** button.
- Complete the setup directions from the steps shown above.

# CALL-INN® CALL ACCOUNTING MAIN MENU

The Main Menu of Call-Inn contains:

- File Menu
- Settings Menu
- Call-Inn® Menu
- Menu tabs for any additional modules you may have purchased (i.e.: Central Reservations Interface, Entertainment Interface, Point-of-Sale Interface, and Card Locks Interface)
- Date and time for the last phone call received from your phone system.
- Current alarm settings. To change the Alarm Settings, please see “Alarm Settings” below.
- **Done** button to minimize the Call-Inn® screen.

The *Main Menu* of Call-Inn looks like this:



## FILE MENU

The File Menu allows you to Close the program, but leave it running in the task bar, install an update you have received, and exit the Call-Inn® Call Accounting program completely.

## CLOSE

**Close** works the same way as the **Done** button on the Main Menu. When you “Close” the program, Call-Inn® remains running in the background on your computer. To access Call-Inn® program once it has been closed simply left click on the phone icon ☎ in your system tray.

1. Press “**Alt+F**” or click the **File** menu at the top of the Main Menu.
2. Click on the **Close** menu.

## INSTALL UPDATE

**Install Update** will allow you to install an update from a floppy disk. If you receive a CD, you will need to install the Call-Inn® program as described under “Installation” to update your Call-Inn® software.

1. Press “**Alt+F**” or click the **File** menu at the top of the Main Menu.
2. Press “**Alt+I**” or click the **Install Update** button.
3. Insert the Call-Inn® Call Accounting floppy in the floppy disk drive.
4. A message box will be displayed asking, “Do you want to install an update?” Press “**Y**” or click the **Yes** button to install the update, otherwise press “**N**” or click the **No** button.

## EXIT

**Exit** will close the Call-Inn® program completely. Phone calls will no longer be recorded and the additional modules will no longer work. We do not recommend exiting the Call-Inn® program.

1. Press “**Alt+F**” or click the **File** menu at the top of the Main Menu.
2. Press “**Alt+X**” or click the **Exit** button to exit the Call-Inn® program.
3. A message box will be displayed asking, “Phone calls will not be recorded if you exit. Continue?” Press “**Y**” or click the **Yes** button to exit Call-Inn, otherwise press “**N**” or click the **No** button.

# SETTINGS

The Settings menu contains basic information that Call-Inn® for Windows needs in order to operate properly.

This information includes:

- Property Code number (Required)
- Check-Inn® Location (Required)
- Port Settings (Required)
- Alarm Settings
- Set Password
- Extension Matching
- Housekeeping Codes

## ALARM SETTINGS

If Phone Monitor / Call-Inn® for Windows does not receive phone calls from your phone system for a pre-set period of time, a warning will be displayed to let you know. If you see the warning, it is possible that there is a problem and it is important that you check the link to the your phone system. Keep in mind the time periods your property receives the most phone activity and set the start times and limits accordingly.

The *Alarm Settings* screen looks like this:

**Alarms and Messages**

**DAY ALARM SETTINGS**

Select the time that day monitoring begins and the length of inactivity that will trip the alarm.

Start Time: 07:00 AM

Alarm Limit: 3 hours 30 min

**NIGHT ALARM SETTINGS**

Select the time that night monitoring begins and the amount of inactivity that will trip the alarm.

Start Time: 10:30 PM

Alarm Limit: 4 hours 00 min

**MESSAGING OPTIONS**

Use Call-Inn for Local Messages

Check-Inn Message Setting: ON - Network System

**NETWORK MESSAGES**

Node #91  
Node #105

Add Node Remove Node

OK

1. Press “**Alt+S**” or click on the **Settings** menu in the upper left corner of the Main Menu.
2. Select “Alarm Settings” from the Settings menu.

## DAY ALARM SETTINGS

Select the time that day monitoring will begin each day, and the length of inactivity that will set off the alarm.

1. Set the “Start Time” by clicking the down arrow and selecting a time between 5:30 AM and 12:00 PM. This is the time of day that you would like day monitoring to begin each day.
2. Set the “Alarm Limit” by clicking the down arrow and selecting a time limit between 30 minutes and 6 hours. This is the maximum time between calls that is allowed before the alarm will go off. You may set the alarm to “Disabled” if you do not wish to monitor daytime phone inactivity although this is not recommended.

### EXAMPLE:

Your day alarm starts at 7:00 AM and you have set the alarm limit to 3 hours 30 min. You receive a phone call at 8:00 AM. At 11:30 AM if no other phone calls have been received, the alarm message will be displayed.

## NIGHT ALARM SETTINGS

Select the time that the night monitoring begins and the length of inactivity that will set off the alarm.

1. Set the “Start Time” by clicking the down arrow and selecting a time between 7:00 PM and 12:30 AM. This is the time of night that you would like the night monitoring to begin each day.
2. Set the “Alarm Limit” by clicking the down arrow and selecting a time limit between 30 minutes and 6 hours. This is the maximum time between calls that is allowed before the alarm will go off. You may set the alarm to “Disabled” if you do not wish to monitor nighttime phone inactivity, although this is not recommended.

## MESSAGING OPTIONS

Call-Inn® for Windows gives you several options for displaying phone system warnings and messages depending on the way you run Check-Inn®. If the box next to “Use Call-Inn for Local Messages” is checked, Call-Inn® will independently display phone system warnings and messages outside of the Check-Inn® program using a pop up window.

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**NOTE:** If you are running Check-Inn® for DOS full screen and Check-Inn® minimizes each time a Call-Inn® message is displayed, or you are running Check-Inn® for Windows and the Call-Inn® messages are not being seen, we recommend that you **uncheck** the box next to “Use Call-Inn® for Local Messages” and use “Check-Inn Message Settings” to display phone system messages through the Check-Inn program.

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## CHECK-INN® MESSAGE SETTINGS

- If you do not wish to have phone system messages displayed, click the down arrow and select “**OFF**” for the Check-Inn® Message Setting.

- If you are using a single computer to run Check-Inn® and would like Call-Inn® messages to be displayed in the Check-Inn® program, click the down arrow and select “**ON – Single User System**”.
- If you are running the network version of Check-Inn® and would like Call-Inn® messages to be displayed on one or more terminals, click the down arrow and select “**ON – Network System**”. You will also need to select which computer terminals you would like to display the phone system messages in the “Network Messages” section. (Please see below for further information.)

## NETWORK MESSAGES

The Node number for each Check-Inn® terminal is different, and phone system messages can be viewed on any terminals running the Check-Inn® program.

### ADDING A NODE NUMBER

1. For each computer you would like to display the Call-Inn® for Windows messages, you will need to open Check-Inn® on that computer and find the node number.
  - If you have Check-Inn® for Windows, click on “Check-Inn for Windows” at the top of the Main Menu just above your property name.
  - If you have Check-Inn® for DOS, hold down the **Shift** key and press **F1**.
2. Write down the Node Number listed for each terminal. The node number will be listed next to “Network: ”. The node number is listed next to the computer name, after the diagonal slash. Once you have the node number, press **ESC** to return to the Main Menu.

#### EXAMPLE:

Your computer name shows: MAIN COMPUTER / 91. Your computer name is “Main Computer”. The node number for the Check-Inn® terminal is 91.

3. Open the Call-Inn® program by left clicking on the red telephone.
4. Press “**Alt+S**” or click on the **Settings** menu in the upper left corner of the Main Menu.
5. Select “Alarm Settings” from the Settings menu.
6. Check to make sure “Check-Inn Message Setting” is set to “**ON – Network System**”. If it is not, follow the instructions above for “Check-Inn Message Setting”.
7. Click the **Add Node** button.
8. Enter one of the terminal numbers you wrote down.
9. Press “**Alt+O**” or click the **OK** button to add the node number, otherwise press the **Cancel** button.
10. Repeat steps 7-9 for each of the node numbers you wrote down.
11. Press “**Alt+O**” or click the **OK** button once you are finished.

### REMOVING A NODE NUMBER

1. Select the node number you would like to remove from the list.
2. Click the **Remove Node** button.
3. A message box will be displayed asking, “Are you sure you want to remove Node # ###?” Press the **OK** button to remove the node number, otherwise press the **Cancel** button.

## PORT SETTINGS

Port Settings allows you to configure the Call-Inn® program to receive call records from your phone system. The Call-Inn® program uses these settings to translate call data into a format the Check-Inn® program can understand.

The *Port Settings* screen looks like this:

The screenshot shows the 'Port Settings' dialog box. At the top, there is a display area showing call records. Below this are buttons for 'Print', 'Clear Display', 'RECEIVING', and a 'Diagnostics' checkbox. The main area is divided into two sections: 'SELECT COMMUNICATION PORT' and 'SELECT PHONE SYSTEM'. The 'SELECT COMMUNICATION PORT' section has a dropdown menu set to 'COM 2' and a 'PORT FOUND' indicator. The 'SELECT PHONE SYSTEM' section has a dropdown menu set to 'User Defined'. Below these sections are various settings: Date (2), Date Style (1: MM/DD), Time (8), Time Style (1: HH:MMP), Duration (15), Duration Style (1: HH:MM:SS), Extension (24), Extension Length (3), Number (34), Number Length (23), Cost (66), and Return Character. An 'Advanced...' button is also present. At the bottom is an 'OK' button.

1. Press “**Alt+S**” or click on the **Settings** menu in the upper left corner of the Main Menu.
2. Select “Port Settings” from the Settings menu.

## DISPLAY

The display at the top of the *Port Settings* screen will display any information that is received from the communications port you have selected. The display will also show the call records after they have been processed by Call-Inn® if your settings are correct.

- To print the information listed in the display, click the **Print** button.
- To clear the display, click the **Clear Display** button.
- When information is being received from the phone system, “RECEIVING” in green letters will be flashed just below the display.

**NOTE:** You may see a “Data Error” message if your advanced settings are incorrect. If the “Data Error” message is displayed, please see “Advanced Settings” below.

## SELECT COMMUNICATIONS PORT

1. Click the down arrow and select one of the communications ports listed. (COM 1 - COM10)
  - If the box under the communications port drop down box says “Port Found”, check yourself into a room, then go to the room and make a long distance phone call at least two minutes in length.
  - If the box under the communications port drop down box says “Port Unavailable”, select a different communications port.
2. Repeat the above procedure until something appears in the display box. “RECEIVING” should flash in green next to the “Diagnostics” checkbox. Verify that you can read the date, time, and phone number for the call. If you cannot read the data and there appears to be “garbage” in the display, or you see “Data Error” next to the “Diagnostics” checkbox, you may need to try changing your communications settings on the *Advanced Settings* screen. (For more information on adjusting your advanced settings, please see the “Advanced Settings” section below.)
3. Once the call record is displayed correctly, you can configure Call-Inn® to interpret the record that has been received.

## ADVANCED SETTINGS

If the information you see on the *Port Settings* screen appears as “garbage” and cannot be read, try changing the baud rate and making your call again. Other than the baud rate, *Advanced Settings* should not be changed unless you have received a specification sheet from your phone vender or you have contacted Innsoft, Inc. customer support.

### ADJUSTING THE BAUD RATE

1. Click the **Advanced...** button in the lower left corner of the *Port Settings* screen.
2. Write down the current baud rate that is selected.
3. Click on the down arrow next to “Baud Rate” and select a different number.
4. Press “**Alt+O**” or click the **OK** button.
5. Make a test call by checking yourself into a room, then go to the room and make a long distance phone call at least two minutes in length.
6. Check to see if the phone record can be read in the display box. (Look for the date, time, and phone number)
7. Repeat the above procedure until the call is displayed correctly.
8. Once the call is displayed correctly, you can configure Call-Inn® to interpret the record that has been received.

### SELECT PHONE SYSTEM

1. Select the type of phone system you have by clicking the down arrow and selecting Mitel, Innform XL, Com Dial, or Phone Bill. If your phone system is not listed select User Defined. This setting determines where Call-Inn® will look for certain information such as the date, time, and phone number in the call records that are received.
2. To see how the information is sent from your phone system, make a long distance phone call that lasts two minutes from a room and print the information listed in the display.

3. Across the top of the printout will be a list of numbers 0-9 repeated 8 times. Under the list of numbers should be another row of information containing the call record. It will have the date, time, duration of the phone call, extension number, and the phone number dialed.
4. The call information will be lined up with the numbers along the top of the page in a certain order and format. Using a ruler or a straight edge, draw a line in front of the first number for the date, time, duration, extension number, and the phone number.
 

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**NOTE:** Use a phone record that does not have a + in front of the date.

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5. Look at the number across the top of the page on the right hand side of each line. These are the numbers you will be entering for the column numbers. Above each zero there is a 1,2,3,4,5,6,or 7, this will be the first number in the two-digit column number. The 1-9 is the second digit of the number.
6. Using these numbers set the Date, Time, Duration, Extension, Number, and Cost.
 

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**NOTE:** If you have one of the phone systems listed you may not need to change the column numbers. But you should check to make sure that the correct numbers are listed.

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7. Look at the format of the date listed on your print out. Click the down arrow next to the *Date Style* field and select the correct date style from the list. The choices are:
  - 0: No Date
  - 1: MM/DD
  - 2: MM/DD/YY
  - 3: MM/DD Periodic
  - 4: MM/DD/YY Periodic
  - 5: MMDD
  - 6: MM DD
  - 7: DD MMM (Jan., Feb., ...)
8. Look at the format of the time listed on your print out. Click the down arrow next to the *Time Style* field and select the correct time style form the list. The choices are:
  - 1: HH:MMP
  - 2: HH:MM Military
  - 3: HHMM Military
  - 4: HH:MM:SS PM
  - 5: HH:MM PM
  - 6: HHMMSS Military
  - 7: HH:MM P
9. Look at the format for the duration listed on the print out. Click the down arrow next to the *Duration Style* field and select the correct duration style from the list. This will be:
  - 1: HH:MM:SS
  - 2: HH:MM
  - 3: MMM.T or MMM
  - 4: HH:MM.T
  - 5: MMTT
  - 6: HHMMT
  - 7: MM:SS
  - 8: HHMMSS
  - 9:MMMM
10. Enter the number of digits in the phone extension into the *Extension Length* field using the arrows or by typing in the correct number. If the extension does not match the

room number you made the call from, you must use “Extension Matching”. (Please see the “Extension Matching” section of this manual for further information.)

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**NOTE:** House phone extensions are often different lengths and are not recommended for test calls.

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- 11.** Look at the length of the telephone number on the printout and count the number of digits. Enter the number into the *Number Length* field using the arrows.
- 12.** Do not enter anything into the *Return Character* field. Normally it is blank.

Once you have finished entering the Port Settings press “**Alt+O**” or click the **OK** button.

## SET PASSWORD

The *Set Password* screen allows you to password protect Call-Inn® for Windows. A password is not necessary, but it does prevent unauthorized access. This helps to ensure that your rates and settings remain correct.

1. Press “**Alt+S**” or click on the **Settings** menu in the upper left corner of the Main Menu.
2. Select “Set Password” from the Settings menu.
3. Enter a password. You may use both letters and numbers.

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**NOTE:** If you would like to deactivate a previously entered password, click OK without entering anything for the new password.

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4. Press “**Alt+O**” or click the **OK** button.
5. You will be asked to confirm your new password. Retype it exactly as you did previously.
6. Press “**Alt+O**” or click the **OK** button.

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**NOTE:** If you have previously set a password in Call-Inn® for Windows, you will be asked to enter your current password before you may enter a new password.

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## EXTENSION MATCHING

Extension matching allows you to have multiple phone lines in one room, and to have all of their call records sent to the same room in Check-Inn®. This feature is also useful if the room numbers listed in Check-Inn® differ from the phone extensions used by your phone system.

1. Press “**Alt+S**” or click the **Settings** menu in the upper left corner of the Main Menu.
2. Select “Extension Matching” from the Settings menu.
3. Enter the room number that will receive the call records in the “Check-Inn Room #” column. Be sure to enter the room number EXACTLY as it appears in your Check-Inn® room list.
4. Enter the extension sent by your phone system when a call is placed from the room in the “Extension #1” column.
5. Call-Inn® supports multiple phone extensions in a single room. The second extension can be entered in the “Extension #2” column. If there are more than two phones in a room, enter the same Check-Inn® room number on a new line and add the additional phone extensions in the “Extension #1” and “Extension #2” columns.
6. Press “**Alt+O**” or click the **OK** button once you are finished.

### EXAMPLE OF MULTIPLE EXTENSIONS:

Room 211 has 3 extensions in it, and you want all of these extensions to show up on room 211’s bill. These three extensions are 211, 400, and 511. Along the same row, you would enter 211 under the “Check-Inn Room #” column, 400 under the “Extension #1” column, and 511 under the “Extension #2” column.

### EXAMPLE OF A PHONE SYSTEM WITH DIFFERENT EXTENSIONS:

Your phone system shows a phone extension of 1000. This phone is located in the room listed as 100 in the *Room Numbers and Descriptions* screen of Check-Inn®. Along the same row, you would enter 100 under the “Check-Inn Room #” column, and 1000 under the “Extension #1” column.

### **PRINTING THE EXTENSION MATCHING LIST**

To print a copy of the extension matching list press “**Alt+P**” or click the **Print** button.

### **HOUSEKEEPING CODES**

This feature allows housekeepers to dial in from a room and change that room’s status in the Check-Inn® program. This allows you to maintain an accurate accounting of the number of clean rooms available on the current day.

#### **SETTING UP HOUSEKEEPING CODES**

1. Press “**Alt+S**” or click the **Settings** menu in the upper left corner of the Main Menu.
2. Select “Housekeeping Codes” from the Settings menu.
3. Enter the code you would like the housekeeper to dial to set the room to CLEAN on the first line. The default code is 321.
4. Enter the code you would like the housekeeper to dial to set the room to DIRTY on the second line. The default code is 322.
5. Enter the code you would like the housekeeper to dial to set the room to NOT AVAILABLE on the third line. The default code is 323.
6. Press “**Alt+O**” or click the **OK** button once you are finished.

#### **USING HOUSEKEEPING CODES**

1. From the room the housekeeper will need to get an outside extension. (Usually by dialing 9)
2. Dial the appropriate code, and stay on the line longer than the grace period.

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**NOTE:** If you are using Mitel Shut-off, an outside line will not be available for the housekeeper to dial.

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### **CHECK-INN® LOCATION**

This is the file location where the Check-Inn® program can be found. The default directory for Check-Inn® is C:\inn for Check-Inn® for DOS or C:\CheckInn for Check-Inn® for Windows on a stand-alone computer, but your program may be in a different directory. This location must be set to allow the Call-Inn® program to communicate with your Check-Inn® program.

1. Press “**Alt+S**” or click the **Settings** menu in the upper left corner of the Main Menu.
2. Select “Check-Inn Location” from the Settings menu.
3. Press “**Alt+B**” or click on the **Browse...** button to search for the Check-Inn® directory.
  - If you are using Check-Inn® for Windows look for CheckInn.exe.
  - If you are using Check-Inn® or DOS look for Inn.exe.
4. Once you have found the correct directory, click the **Open** button.

5. Press “**Alt+O**” or click the **OK** button.

## MULTI-PROPERTY SETUP

If you have multiple properties that use the same phone system, you will need to set up which phone extensions are part of each property.

1. Press “**Alt+S**” or click the **Settings** menu in the upper left corner of the Main Menu.
2. Select “Check-Inn Location” from the Settings menu.
3. Press “**Alt+M**” or click the **Multi-Property Setup** button.
4. Depending on the number of additional properties you are running, click the “Enable Additional Property #” checkbox for each property.
5. Enter the directory location for each of the additional properties, or click the **Browse...** button to search for the directory in the manner described above.
6. Press “**Alt+O**” or click the **OK** button once you are finished.
7. Press “**Alt+O**” or click the **OK** button to return to the Main Menu.

## ADDING AN EXTENSION

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NOTE: You cannot add extension 101 to any of the additional properties. This extension is reserved for the main property.

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1. Click the **Add Ext.** button for the property that will receive call records for the new phone extension.
2. Enter the extension you would like to add by either typing in the extension or using the arrows.
3. Press “**Alt+O**” or click the **OK** button to add the extension, otherwise press the **Cancel** button.
4. Repeat the above procedure for the remaining extensions and properties.
5. Press “**Alt+O**” or click the **OK** button once you are finished to return to the *Check-Inn® Location* screen.

## DELETING AN EXTENSION

1. Select the extension you would like to remove by clicking on the extension.
2. Click the **Remove Ext.** button for the property that lists the extension to be removed.
3. A message box will be displayed asking, “Are you sure you want to remove Extension ##?” Click **OK** to remove the extension, otherwise click the **Cancel** button.
4. Press “**Alt+O**” or click the **OK** button once you are finished to return to the *Check-Inn® Location* screen.

## ENTERING YOUR CODE NUMBER

You can run Call-Inn® for Windows for a trial period of forty-five to sixty days in Demo mode using the demo code (651335) as your code number. The time remaining for the trial period is displayed in the top right hand corner of the Main Menu of Call-Inn® for Windows. Once you have purchased Call-Inn® for Windows you will need to enter your Personal Code Number in place of the demo code.

1. Press “**Alt+S**” or click the **Settings** menu in the upper left corner of the Main Menu.
2. Select “Set Code Number” from the Settings menu.
3. Enter your Personal Code Number as it appears on your invoice under the *Information* section and press the **Tab** key.
  - If the code is correct VALID will be displayed in green letters.
  - If the code is incorrect INVALID will be displayed in red letters. If the code is invalid try re-entering the code number. (You must leave the code number field for the Valid/Invalid message to update.) If the code number still does not work please contact Innsoft, Inc. Customer Support.

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**NOTE:** Your property name and personal code number **must** be entered in the “Name and Address” section of “Change Settings” in Check-Inn® for the Call-Inn® Call Accounting software to work. The property name in Call-Inn® is taken directly from the Check-Inn® program

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4. Enter your Options Code if you have one as it appears on your invoice under the *Information* section. (You will have an options code only if you have purchased an additional module.) Press the **Tab** key.
  - If the code is correct VALID will be displayed in green letters.
  - If the code is incorrect INVALID will be displayed in red letters. If the code is invalid try re-entering the code number. (You must leave the code number field for the Valid/Invalid message to update.) If the code number still does not work please contact Innsoft, Inc. Customer Support.
5. Enter the Area Code for your property.
6. If your phone system already prices the phone calls, and you do not want the Call-Inn® rates to apply click the “Phone Link Only” checkbox. This will disable all Call-Inn® functions. (If you have only purchased Phone Monitor, you do not have the option for Call-Inn® to price the phone calls. You will not be able to check or uncheck the checkbox.

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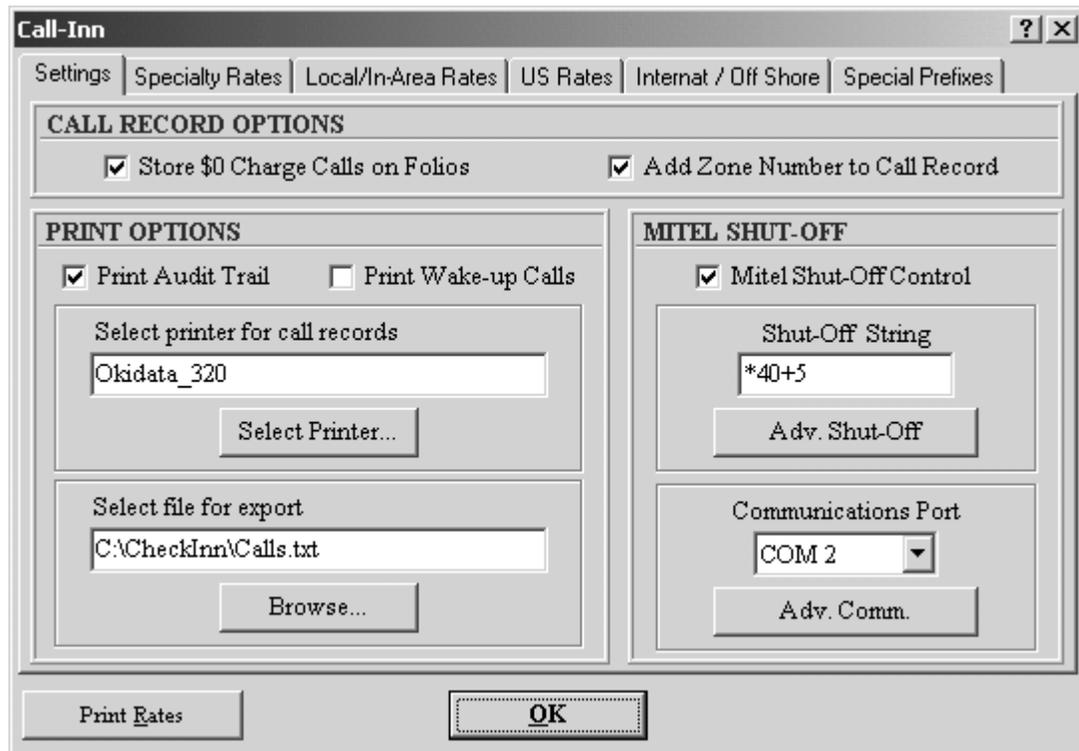
**NOTE:** If you do not have an options code, leave the field blank. It is normal for this to show invalid.

---

# CALL-INN® SETTINGS

The Call-Inn® settings control the charges for the phone calls made by your guests. You can set specialty rates, Local/In-Area Rates, U.S. Rates, International Rates, and Special Prefix rates.

The *Call-Inn® Settings* screen looks like this:



## SETTINGS

1. Press “**Alt+C**” or click the **Call-Inn** menu at the top of the Main Menu.
2. Click on the **Settings** tab.

## CALL RECORD OPTIONS

- Click on the “Store \$0 Charge Calls on Folios” checkbox if you would like to include every call the guest makes on the guest folio regardless of cost. If this box is left unchecked calls with no cost will not appear on guest folios.
- Click on the “Add Zone Number to Call Record” checkbox if you would like to include the zone number with the phone call record on the guest folio. This is useful for determining which rate type was used in costing the call.

## PRINT OPTIONS

- Click on the “Print Audit Trail” checkbox if you would like the phone call record to be printed on the selected printer as soon as they are received from the phone system.

- Click on the “Print Wake-up Calls” checkbox if you would like to print the wake-up calls on the selected printer as they are made.

## SELECTING A PRINTER

Your default printer should appear in the box under “Select Printer for call records”. If this printer is incorrect or there is no printer listed, you may select a printer. It is recommended that you have a Dot Matrix printer to print call records. If you are using a different type of printer, each call may be printed on a separate sheet of paper.

---

**NOTE:** Do not use the same printer for printing from Check-Inn® and Call-Inn®.

---

1. Click on the **Select Printer...** button.
2. A message box will displayed asking, “A Dot Matrix printer is required for this function. Would you like to continue?” Click on the **OK** button to select a printer, otherwise press the **Cancel** button.
3. If you know the printer port that the printer is installed on, type the port name and number in the **Select Printer** field. (e.g. LPT1, LPT2 etc.) Otherwise select a dot matrix printer from the list. If you do not have a dot matrix printer we recommend that you export the call to a file so it may be viewed or printed at a later time.
4. Click **OK** to save the printer settings, otherwise press the **Cancel** button to exit without saving.

## SELECTING A EXPORT FILE

This option allows you to post all incoming calls into a file to be viewed or printed at a later time. A good name for this file is “calls” but you may choose any name you would like. This file can get very large and should be deleted from time to time. The file is saved as a text file allowing you to view the calls from nearly any document viewer.

1. Click on the **Browse...** button below “Select file for export”.
2. Select a location to store the text file.
3. Enter the name for the file next to “File name:”
4. Click the **Save** button to create the file, otherwise click the **Cancel** button.

## MITEL SHUT-OFF

With Mitel Shut-off Control, Call-Inn® can activate a room’s phone when you check a guest in, and deactivate the phone when you check them out. It will also turn off the phones when a guest exceeds their phone credit limit.

---

**NOTE:** Mitel Shut-Off Control usually only works with Mitel SX-20 and SX-50 models. Occasionally it will work with other phone system models, but we cannot guarantee it. You will also need a modem.

---

1. Click on the “Mitel Shut-Off Control” checkbox to enable Mitel shut-off control features.
  - If your phone system uses the default shutoff string of \*22+9 to turn off an extension:

1. Leave the box below “Shut-Off String” empty. (Call-Inn® will replace the + with the room number.)
- If your phone system requires a different shutoff string to turn off extensions:
  1. Enter the string required by your phone system in the box under “Shut-Off String”.

### EXAMPLE:

If your phone system uses \*40 as a control code and 5 as the shutoff command, you would enter \*40+5 in the box under “Shut-Off String”.

- If your phone system requires different shutoff or turn-on commands for each room:
  1. Click the **Adv. Shut-Off** button.
  2. Enter the Room Number in the first column.
  3. Enter the Shut-off Command for the room number in the second column.
  4. Enter the Turn-on Command for the room number in the third column.
  5. Press “**Alt+O**” or click the **OK** button once you are finished.
- 2. Click the down arrow under “Communications Port” and select the appropriate COM port. (This cannot be the same COM port your phone system uses to send calls to Call-Inn®.)
- 3. Connect a telephone to the test line on the phone system. The test line allows you to dial codes that will activate and deactivate the phone lines.

### TESTING YOUR PHONE SYSTEM COMPATIBILITY

1. From the telephone connected to the test line dial \*22 + a room number, then either 0 to turn the phones on or 9 to turn them off.
2. Check to see if the phone system turned the extension on or off. If it worked then you may use the Mitel Shut-Off feature.

---

**NOTE:** If you can dial a different code to turn on and turn off the lines you may be able to use Mitel Toll Control with the Advanced Shut-off feature.

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### RATE COLUMN DEFINITIONS

The information necessary to cost your guest’s phone calls appropriately is the same for each of the five rate types. You will need to enter the following information for Specialty Rates, Local/In-Area Rates, U.S. Rates, International Rates, and Special Prefixes.

**Grace Period:** The grace period is the period of time that the guest must be on the phone before you charge for the phone call. This allows you to avoid charging a guest for the call if no one answers the phone call on the other end. You can set the grace period for 0-9999 seconds.

**First Period:** This is the rate that you would like to charge a guest for the first minute of the phone call.

#### **Additional**

**Minute:** This is the rate that you would like to charge the guest for each additional minute after the first minute. This amount is billed in full minute increments only. (i.e.: 1 ½ minutes will be billed as 2 minutes.) The time is ALWAYS rounded up to the next full minute.

**EXAMPLE:**

- You set a grace period of 10 seconds.
- You set a rate of \$1.00 for the first minute.
- You set a rate of \$0.50 for each additional minute.

A guest makes a 3 ½ minute phone call, which would then cost \$2.50

\$1.00 *First Minute*  
.50 *Additional Minute*  
.50 *Additional Minute*  
.50 *Additional Minute*  
\$2.50 *Total*

**Markup:** This is the percentage that you would like to markup the charge for each phone call. The markup applies to the TOTAL charge for the phone call. (both the first minute and additional minute rates) However, a simpler method would be to incorporate the markup with the cost of the phone call. (i.e.: All long distance calls throughout the country would have a fixed per minute rate of \$0.45 with no markup. This rate would include revenue for the actual phone charges, equipment, line maintenance, profit, etc.)

**Adjustment:** This is the percentage that you would like to add to the total cost of the phone call for any miscellaneous adjustments. The Adjustment will be applied after the Markup. However, a simpler method would be to incorporate the adjustment into the cost of the phone call.

**Evening**

**Discount:** This is the percentage that you would like to deduct from the total cost of each phone call made between 5:00 p.m. and 11:00 p.m. everyday except Saturday.

**Economy**

**Discount:** This is the percentage that you would like to deduct from the total cost of each phone call made between 11:00 p.m. and 8:00 a.m. everyday, all day Saturday and until 5:00 p.m. on Sunday.

**SETTING UP YOUR RATES**

1. Press “**Alt+C**” or click the **Call-Inn** menu at the top of the Main Menu.
2. Click on the rate type tab you would like to change. (i.e.: Specialty Rates, Local / In Area Rates, etc.)
3. Enter a **Grace Period** for each of the rates in the first column.
4. Enter the charge for the **First Minute** for each of the rates in the second column.
5. Enter the charge for the **Additional Minutes** for each of the rates in the third column.
6. If you would like to charge an additional **Markup**, enter the percentage in the fourth column.
7. If you would like to charge and additional **Adjustment**, enter the percentage in the fifth column.
8. If you would like to give an **Evening Discount**, enter the percentage in the sixth column.
9. If you would like to give an **Economy Discount**, enter the percentage in the seventh column.

## SPECIALTY RATES

1. Press “**Alt+C**” or click the **Call-Inn** menu at the top of the Main Menu.
2. Click on the **Specialty Rates** tab.
3. Enter the rates following the instructions under “Setting Up Your Rates” above.
4. Press “**Alt+O**” or click the **OK** button once you are finished.

Specialty Rates include:

Local Information:	555-XXXX, (1) 555-1212, (1) 411
Long Distance Information:	1-Area Code-555-1212
Toll Free Information:	1-800-555-1212 or 1-888-555-1212
1-800, 1-877, and 1-888:	Normally toll free calls
1-900:	Your phone company normally turns off 900 numbers, but you should set a rate just in case.
0+Calls:	These are operator assisted or credit card phone calls.

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**NOTE:** The phone company should contact you with the charge for the operator-assisted call when the call is completed.

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## LOCAL / IN-AREA RATES

1. Press “**Alt+C**” or click the **Call-Inn** menu at the top of the Main Menu.
2. Click on the **Local/In-Area Rates** tab.
3. Enter the rates following the instructions under “Settings Up Your Rates” above.
4. Press “**Alt+O**” or click the **OK** button once you are finished.

The 7 digit bands are for all calls that do not start with a “1”. Typically we recommend a grace period of 45 seconds and a flat rate of \$0.25. Call-Inn® defaults to charging the same rate for all local calls (numbers that do not begin with the number 1). This amount is listed in 7-digit band 4. If you have one rate that you would like to charge for all 7 digit local calls, enter the rate in 7-digit Band 4. If you have different rates that you would like to charge for different local calling areas; you will need to set up “Local Prefixes”.

Local / In-Area Rates include:

7-Digit Band 1 (local):	These are the rates for prefixes listed under “Local Prefixes-Band 1”
7-Digit Band 2 (local):	These are the rates for prefixes listed under “Local Prefixes-Band 2”.
7-Digit Band 3 (local):	These are the rates for prefixes listed under “Local Prefixes-Band 3”.
7-Digit Band 4 (local):	This is the default band. If Call-Inn® for Windows cannot find the prefix in bands 1-3 it will use this rate. It is not necessary to define band 4.
1 + New Area Code:	This covers call calls made to area codes that did not exist when your Call-Inn® version was released.
1 + Your Area Code+ Number:	This includes all calls that begin with 1 + your area code.

## SETTING UP LOCAL PREFIXES

In a 7-digit local telephone number, the first three digits are the local prefix. To charge a different rate for calls beginning with certain prefixes, enter the prefix in one of the three local prefix groups and set the price for the band in “Local / In Area Rates” as described in “Setting Up Your Rates” above.

1. Click on the **Local Prefixes** button.
2. Enter a group of prefixes for each band that are at a similar distance from you property.
3. Enter a price for the band in “Local / In Area Rates” as described in “Setting Up Your Rates” above.

## U.S. RATES

These rates are defined in groups of area codes across the United States that are about the same distance from your property, known as bands. Each band is about in 300 miles across. If you would like to charge for certain area codes regardless of these bands, enter these area codes in special prefixes. (Please see “Special Prefixes” below for more information.) Typically we recommend a grace period of 45 seconds, a rate of \$0.45 for the first minute, and \$0.45 for each additional minute for long distance calls in every band.

1. Press “**Alt+C**” or click the **Call-Inn** menu at the top of the Main Menu.
2. Click on the **US Rates** tab.
3. Enter the rates following the instructions under “Setting Up Your Rates” above.
4. Press “**Alt+O**” or click the **OK** button once you are finished.

## INTERNATIONAL/OFF-SHORE RATES

International Rates / Off-Shore rates include Alaska, Hawaii, Canada, Caribbean, and other International countries. You may also define rates for specific countries.

1. Press “**Alt+C**” or click the **Call-Inn** menu at the top of the Main Menu.
2. Click on the **Internat/Off-Shore** tab.
3. Enter the rates following the instructions under “Setting Up Your Rates” above.
4. Press “**Alt+O**” or click the **OK** button once you are finished.

Alaska, Hawaii, Canada: We recommend a 60 second grace period and \$0.80 for the first minute and \$0.80 for each additional minute.

Caribbean: We recommend a 60 second grace period and \$2.00 for the first minute and \$2.00 for each additional minute.

International: This is the default rate for international calls. (Calls that begin with a country code.) We recommend a 60 second grace period and \$5.50 for the first minute and \$3.50 for each additional minute.

Advanced International: Click the **Advanced International** button. Here you may enter rates for specific countries as described in “Setting Up Your Rates”. Once you are finished click the **OK** button.

## SPECIAL PREFIXES

This is where you can define special prefixes and numbers, and set rates for the first minute and each additional minute. You can use special prefixes to define area codes and prefixes that you want to cost differently than the rest of the area codes and prefixes in their pre-assigned bands, as well as costing new area codes which may not have existed when your software was released. It is also useful to cost specific telephone numbers, such as local Internet Service Providers.

1. Press “**Alt+C**” or click the **Call-Inn** menu at the top of the Main Menu.
2. Click on the **Special Prefixes** tab.
3. Enter the area codes, prefixes, or numbers exactly as the guest would dial it.  
(i.e.: 1503 for 1+area code 503)
4. Enter the rates following the instructions under “Setting Up Your Rates” above.
5. Press “**Alt+O**” or click the **OK** button once you are finished.

## PRINTING CALL-INN® RATES

1. Press “**Alt+C**” or click the **Call-Inn** menu at the top of the Main Menu.
2. Press “**Alt+R**” or click the **Print Rates** button in the bottom left corner of the *Call-Inn*® screen.
3. A message box will be displayed asking, “Would you like to print all of your Call-Inn Rates?”. Press “**Y**” or click the **Yes** button to print a copy of your rates, otherwise press **N** or click the **NO** button.
4. Press “**Alt+O**” or click the **OK** button once you are finished.

## CENTRAL RESERVATIONS

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**NOTE:** This is a special module that is purchased separately and requires an option code number. Please contact Innsoft, Inc. for further information.

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Central Reservations allows you to link your franchise reservation system to Check-Inn®. Once the central reservations setup has been completed, and communications have been established, the reservations from your franchise system will automatically be transferred to Check-Inn®. Check-Inn® will attempt to match the room type indicated on the reservation to an available room in your inventory. Successful and unsuccessful matches will be logged, and any errors or changes to the reservation will be listed. Check-Inn® cannot reject reservations sent from the franchise if there are no rooms available. It will first attempt to put the reservation in any available room, if there are no rooms, the reservation will not be added. We suggest that this log be reviewed each day to make sure that all received reservations have been posted, or to contact the franchise about reservations that cannot be accommodated.

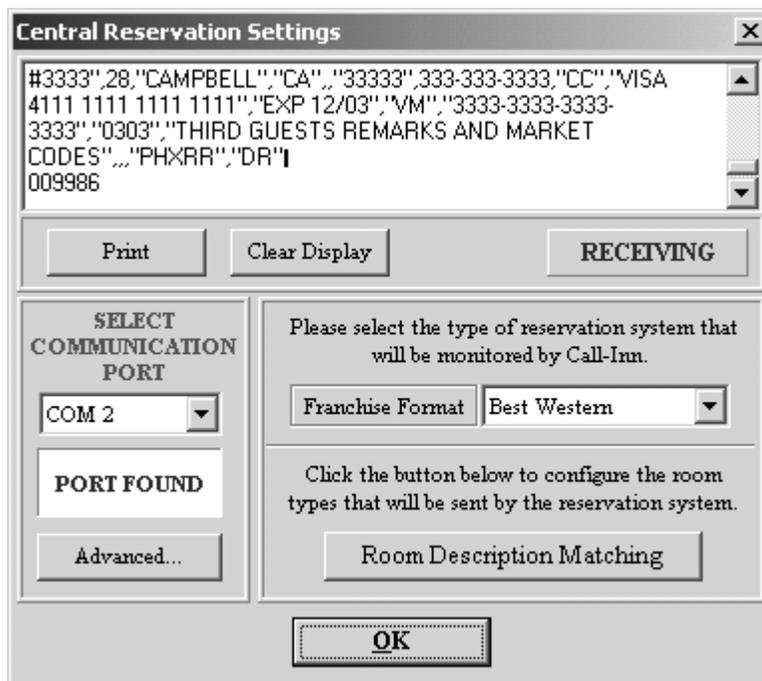
---

**IMPORTANT!** This is only a ONE WAY interface. The Check-Inn® system can only receive information from your reservation system. We CANNOT send any information back such as updating availability.

---

You may view all incoming reservations in the Check-Inn® program by selecting Reports from the Main Menu, then press Reservations, and select Central Reservations.

The *Central Reservations* screen looks like this:



## SETTING UP CENTRAL RESERVATIONS

The central reservation link requires serial input from either a 9 or 25 pin port. The Best Western Reservation system can be connected directly from a serial port on the reservation system to a serial port on the Check-Inn® computer.

1. Connect the Central Reservations computer to the Check-Inn® computer using a null modem cable.
2. Press “**Alt+R**” or click on the **Central Reservations** menu on the top of the Main Menu.
3. Select the franchise format by clicking the down arrow. If you do not plan to use central reservations, be sure the franchise format is set to OFF.
4. Select the communications port that the null modem cable is connected to. (Please see “Select the Communications Port” below for further information.)
5. Complete the “Room Matching” table if required using the instructions below.
6. Once you are finished and the Central Reservations are posting to the Check-Inn® program, press “**Alt+O**” or click the **OK** button.

## DISPLAY

The display at the top of the *Central Reservation Settings* screen will display any information that is received from the communications port you have selected.

- To print the information listed in the display click the **Print** button.
- To clear the display, click the **Clear Display** button.
- When information is being received from the central reservation system, “RECEIVING” in green letters will be flashed just below the display.

---

**NOTE:** You may see a “Data Error” message if your Advanced Settings are incorrect. If the “Data Error” message is displayed, please see “Advanced Settings” below.

---

## SELECT THE COMMUNICATIONS PORT

1. Click the down arrow and select one of the communication ports listed. (COM 1 - COM10)
  - If the box under the COM port drop down says “Port Found”, make a test reservation and check the display at the top of the screen for the reservation.

---

**NOTE:** “Port Found” does not mean that the port selected is the port the central reservation computer is connected to. It is just a general list of ALL available COM ports on your computer.

---
  - If the box under the COM port drop down box says “Port Unavailable”, select a different COM port.
2. Repeat the above procedure until something appears in the display box. Verify that you can read the reservation information. If you cannot read the data and there appears to be “garbage” in the display, or you see “Data Error”, you may need to try changing your communications settings on the *Advanced Settings* screen. (For more information on adjusting your communications settings see the “Advanced Settings” section below.)
3. Once the reservation record is displayed correctly, it should now be posting to the Check-Inn® program.

## ADVANCED SETTINGS

If the information you see on the *Central Reservations* screen appears to be garbage and cannot be read, try changing the baud rate and making the reservation again. Other than the baud rate, *Advanced Settings* should not be changed unless you have received a specification sheet from your central reservations system provider or you have contacted Innsoft, Inc. customer support. The default for Best Western advanced settings is Baud rate: 2400, Parity: Odd, Data bits: 7, and Stop bits: 1.

### ADJUSTING THE BAUD RATE

1. Click on the **Advanced...** button in the lower left corner of the *Central Reservation Settings* screen.
2. Write down the current baud rate that is selected.
3. Click on the down arrow next to "Baud Rate" and select a different number.
4. Press "**Alt+O**" or click the **OK** button.
5. Make a test reservation.
6. Check to see if the reservation record can be read in the display box.
7. Repeat the above procedure until the reservation is displayed correctly.
8. Once the reservation is displayed correctly, it should now be posting to the Check-Inn® program.

### ROOM DESCRIPTION MATCHING

In order to process reservations from the central reservation computer, Call-Inn® needs to match your room types from the *Room Numbers and Descriptions* screen in the Check-Inn® system to the room types sent by the reservation system. If there is no match for the reservation type, the Check-Inn® program will select the first available room for that date regardless of room type. You may match several franchise room types to a single Check-Inn® room type, but each type must have its own entry.

1. Click on the **Room Description Matching** button in the lower right corner of the screen.
2. Enter the room description as it appears in the Check-Inn® *Room Numbers & Descriptions* screen in the "Check-Inn room description" column.
3. Enter the reservation system's room type that should be posted to this Check-Inn® room description under the "Reservation room description" column.
4. Press "**Alt+O**" or click the **OK** button once you are finished.

### EXAMPLE:

Your franchise's central reservation system uses the code "Q11" for double queens. This same room is listed as "Double Queen" in the *Room Numbers & Descriptions* screen of Check-Inn®. On the same row, you would enter "Double Queen" under the "Check-Inn room description" column, and "Q11" under the "Reservation room description" column.

## ENTERTAINMENT INTERFACE

This interface will automatically post movie charges to the guest folio for LodgeNet and OnDemand entertainment systems.

---

**NOTE:** This is a special module that is purchased separately and requires an options code number. Please contact Innsoft, Inc. for further information.

---

The *Entertainment Interface* screen looks like this:

Movies Link Settings

TRAN9999POST641 .50|1234567890 0650||  
08/25/03|05:29:51PM|641 |SERVICES | 06.50|003

Print Clear Display RECEIVING

SELECT COMMUNICATION PORT

COM 2

PORT FOUND

Advanced...

Select the type of movie system that will be monitored by Call-Inn.

Movie Format: LodgeNet

Please select the Check-Inn sales category that will record movie charges.

Check-Inn Sales Category 3

OK

### SETTING UP THE ENTERTAINMENT INTERFACE

1. Connect the LodgeNet or OnDemand computer to the Check-Inn® computer using a null modem cable.
2. Press “**Alt+M**” or click on the **Movies** menu on the top of the Main Menu.
3. Select the type of movie system that you are using by clicking the down arrow and selecting LodgeNet or OnDemand. If you do not plan to use the movie interface, be sure the movie format is set to Off.
4. Select the communications port that the null modem cable is connected to using the instructions below.
5. Select the Check-Inn® sales category number that will record the movie charges using the arrow keys. You may view or edit the *Tax & Sales Categories* from the *Change Settings* menu in Check-Inn®.
6. Once you are finished and the movie details are posting to the guest folios in the Check-Inn® program, press “**Alt+O**” or click the **OK** button.

## DISPLAY

The display at the top of the *Movie Link Settings* screen will display any information that is received from the communications port you have selected.

- To print the information listed in the display click the **Print** button.
- To clear the display, click the **Clear Display** button.
- When information is received from the movie system, “RECEIVING” in green letters will be flashed just below the display.

---

**NOTE:** You may see a “Data Error” message if your Advanced Settings are incorrect. If the “Data Error” message is displayed, please see “Advanced Settings” below.

---

## SELECT THE COMMUNICATIONS PORT

1. Click the down arrow and select one of the communication ports listed. (COM 1 - COM10)
  - If the box under the COM port drop down box says “Port Found”, test the port by ordering a movie from a room.

---

**NOTE:** “Port Found” does not mean that the port selected is the port the POS computer is connected to. It is just a general list of ALL available comports on your computer.

---
  - If the box under the COM port drop down says “Port Unavailable”, select a different COM port.
2. Repeat the above procedure until the movie record appears in the display box. Verify that you can read the movie details. If you cannot read the data and there appears to be “garbage” in the display, or you see “Data Error”, you may need to try changing your communications settings on the *Advanced Settings* screen. (For more information on adjusting your communications settings see the “Advanced Settings” section below.)
3. Once the movie record is displayed correctly, it should now be posting to the Check-Inn® program.

## ADVANCED SETTINGS

If the information you see on the *Movie Link Settings* screen appears as garbage, and cannot be read, try changing the baud rate and ordering the movie again. Other than the baud rate, *Advanced Settings* should not be changed unless you have received a specification sheet from your entertainment provider or you have contacted Innsoft, Inc. customer support.

## ADJUSTING THE BAUD RATE

1. Click on the **Advanced...** button in the lower left corner of the *Movie Link Settings* screen.
2. Write down the current baud rate that is selected.
3. Click on the down arrow next to “Baud Rate” and select a different number.
4. Press “**Alt+O**” or click the **OK** button.
5. Try ordering another movie.
6. Check to see if the movie record can be read in the display box.

7. Repeat the above procedure until the movie record is displayed correctly.
8. Once the movie record is displayed correctly, it should now be posting to the Check-Inn<sup>®</sup> program.

## POINT OF SALE INTERFACE

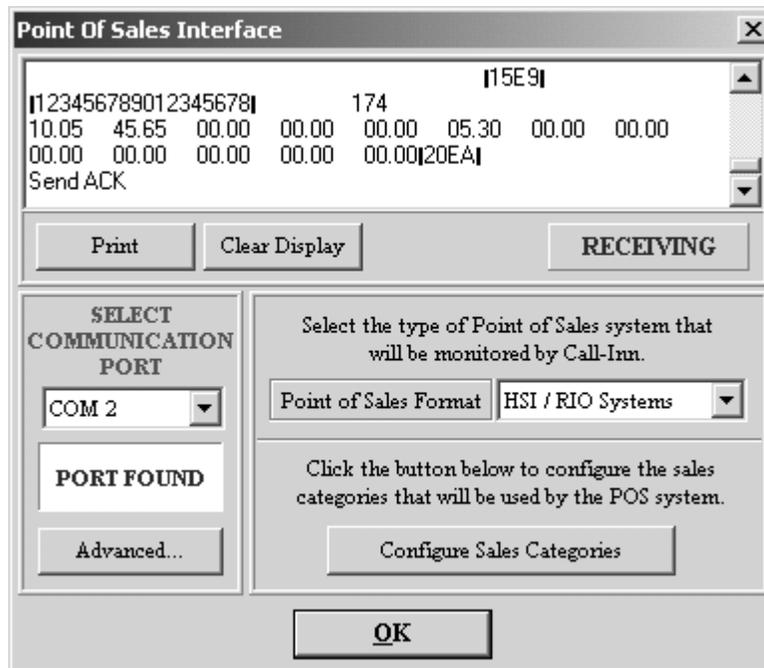
This interface will automatically post bar and restaurant charges to the guest's folio from either RIO or HSI point-of-sale systems.

---

**NOTE:** This is a special module that is purchased separately and requires an options code number. Please contact Innsoft, Inc. for further information.

---

The *Point of Sale Interface* screen looks like this:



## SETTING UP POINT-OF-SALE INTERFACE

1. Connect the RIO or HSI computer to the Check-Inn® computer using a null modem cable.
2. Press "Alt+P" or click on the **POS** menu on the top of the Main Menu.
3. Select HSI / RIO Systems from the "Point of Sales Format" drop down box. If you do not plan to use the point of sale interface make sure the Point of Sales Format is set to Off.
4. Select the communications port the null modem cable is connected to using the instructions below.
5. Click on the **Configure Sales Categories** button to configure the sales categories that will be used by the P.O.S. system. For further instructions please see "Configuring Sales Categories" below.
6. Once you are finished and the charges are posting to the guest's folio in the Check-Inn® program, press "Alt+O" or click the **OK** button.

## DISPLAY

The display at the top of the *Point of Sales Interface* screen will display any information that is received from the communications port you have selected.

- To print the information listed in the display click the **Print** button.
- To clear the display, click the **Clear Display** button.
- When information is being received from the phone system, “RECEIVING” in green letters will be flashed just below the display.

---

**NOTE:** You may see a “Data Error” message if your Advanced Settings are incorrect. If the “Data Error” message is displayed, please see “Advanced Settings” below.

---

## **SELECT THE COMMUNICATIONS PORT**

1. Click the down arrow and select one of the communication ports listed. (COM 1 - COM10)
  - If the box under the COM port drop down box says “Port Found”, enter a test charge.
  - If the box under the COM port drop down box says “Port Unavailable”, select a different COM port.
2. Repeat the above procedure until the bar or restaurant charge information appears in the display box. Verify that you can read the bill details. If you cannot read the data and there appears to be “garbage” in the display, or you see “Data Error”, you may need to try changing your communications settings on the *Advanced Settings* screen. (For more information on adjusting your advanced settings see the “Advanced Settings” section below.)
3. Once the bar or restaurant charge record is displayed correctly, it should now be posting to the Check-Inn® program.

## **ADVANCED SETTINGS**

If the information you see on the *Point of Sales Interface* screen appears as garbage and cannot be read, try changing the baud rate and entering another sale. Other than the baud rate, *Advanced Settings* should not be changed unless you have received a specification sheet from your Point of Sale vendor or you have contacted Innsoft, Inc. customer support.

### **ADJUSTING THE BAUD RATE**

1. Click on the **Advanced...** button in the lower left corner of the *Point of Sale Interface* screen.
2. Write down the current baud rate that is selected.
3. Click on the down arrow next to “Baud Rate” and select a different number.
4. Press “**Alt+O**” or click the **OK** button.
5. Try posting another charge.
6. Check to see if the charge is readable in the display box.
7. Repeat the above procedure until the charge is displayed correctly.
8. Once the bar or restaurant charge is displayed correctly, it should now be posting to the Check-Inn® program.

## CONFIGURING SALES CATEGORIES

1. Click on the **Configure Sales Categories** button.
2. Select the Check-Inn<sup>®</sup> sales categories that the restaurant and bar charges will be posted as in the Check-Inn<sup>®</sup> program. Match the “Sales Department” for the P.O.S. system to the corresponding Check-Inn<sup>®</sup> sales category that will receive the charges from this P.O.S. department.
3. Select the Check-Inn<sup>®</sup> sales category that you would like to post the Tip / Gratuity charges to.
4. Select the taxes on the bottom of the *Point-Of-Sales Settings* screen as they exactly match the taxes you have set in Check-Inn<sup>®</sup>. This will ensure proper breakdown of taxes within the Check-Inn<sup>®</sup> software.

---

**NOTE:** Improper tax assignments will stop the P.O.S. Interface from functioning correctly.

---

**EXAMPLE:**

If the tax on category 1 on the P.O.S. system is a combination of Tax A and Tax B in Check-Inn<sup>®</sup>, you would click the check-box next to “Tax A” and “Tax B”.

5. Press “**Alt+O**” or click the **OK** button once you are finished.

# CARD LOCK INTERFACE

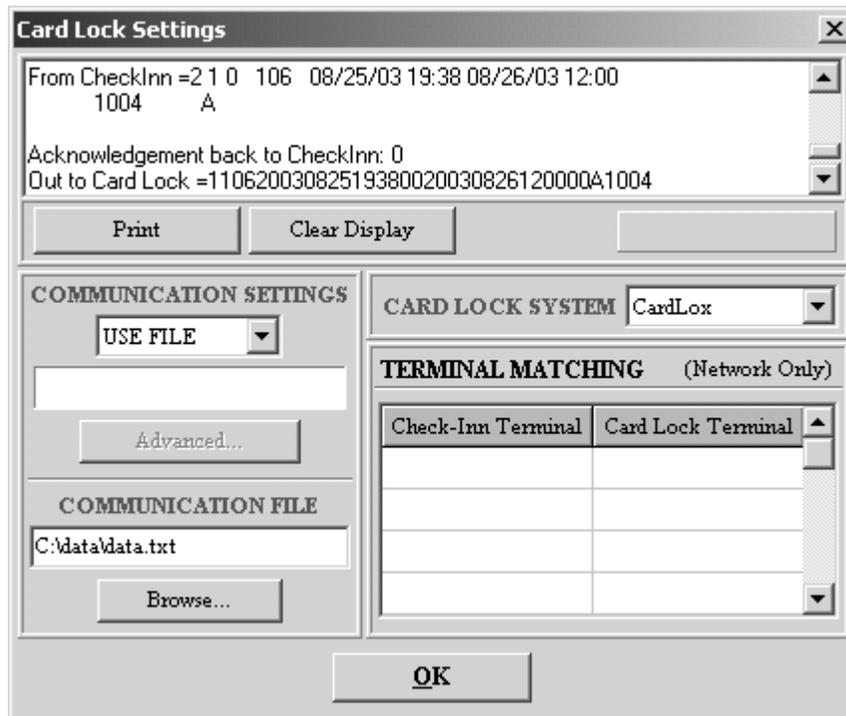
This interface allows you to make card keys for your guests. The system will allow you to enter the dates of the guest's stay, the room number and the number of keys to make. This information will be transferred to the card lock machine so that the keys can be created. This interface is compatible with the SecureLox system.

---

**NOTE:** This is a special module that is purchased separately and requires an options code number. Please contact Innsoft, Inc. for further information.

---

The *Card Lock Settings* screen looks like this:



## SETTING UP SECURELOX

1. Start the Card Lock program.
2. Click on the **Function Management** menu on the *Card Lock* main screen.
3. Select **Setup Default Parameters** from the menu.
4. On the *Setup Default Parameters* screen, in the lower right hand corner a path should be specified.
5. Type in a file name for the card lock system to look for. The default file name is "C:\data\data.txt".

## SETTING UP THE CALL-INN® PROGRAM

1. Open Call-Inn® by clicking on the red telephone in the task tray in the lower right hand corner of your screen.
2. Press "Alt+L" or click the **Card Locks** menu on the top of the Main Menu.

3. Select CardLox from the “Card Lock System” drop down box. If you do not plan to use the card lock interface, be sure the card lock system is set to Off.
4. Select “Use File” from the “Communication Settings” drop down box.
5. In the white box, under “Communications File”, type in the file name that was specified above while setting up SecureLox. Click on the **Browse...** button if you would like to search for the file.

---

**NOTE:** If the file is located on a different computer than Call-Inn<sup>®</sup>, make sure to specify the NETWORK DRIVE PATH. (i.e.: G:\data\data.txt; G: instead of C:). If you are unsure of the network drive path, we suggest searching for the file using the **Browse...** button.

---

## DISPLAY

The display at the top of the *Card Lock Interface* screen will display any information that is received from the communications port you have selected.

- To print the information listed in the display click the **Print** button.
- To clear the display, click the **Clear Display** button.
- When information is being received from the card lock system, “RECEIVING” in green letters will be flashed just below the display.

---

**NOTE:** You may see a “Data Error” message if your Advanced Settings are incorrect. If the “Data Error” message is displayed, please see “Advanced Settings” below.

---

## TERMINAL MATCHING

If you are using the Network version of Check-Inn<sup>®</sup> and multiple card lock machines, you will need to match the Check-Inn<sup>®</sup> computer terminals to the correct Card Lock terminals.

1. For each computer that you will be producing room keys on, you will need to open Check-Inn<sup>®</sup> on that computer and find the node number.
  - If you have Check-Inn<sup>®</sup> for Windows, click on “Check-Inn for Windows” at the top of the Main Menu just above your property name.
  - If you have Check-Inn<sup>®</sup> for DOS, hold down the **Shift** key and press **F1**.
2. Write down the Node Number listed for each terminal. The node number will be listed next to “Network: ”. The node number is listed next to the computer name, after the diagonal slash. Once you have the node number, press **ESC** to return to the Main Menu.

### EXAMPLE:

Your computer shows: MAIN COMPUTER / 91. Your computer name is “Main Computer”. The node number for the Check-Inn<sup>®</sup> terminal on the computer is 91.

3. Enter the node number for each terminal in the “Check-Inn Terminal” column under the “Terminal Matching” section.
4. Enter the corresponding terminal for the card lock system that will be used by each of the Check-Inn<sup>®</sup> computer terminals in the “Card Lock Terminal” column.
5. Press “**Alt+O**” or click the **OK** button once you are finished.

## MAKING KEY CARDS FROM CHECK-INN®

There are two ways to make key cards from Check-Inn®, while you are initially checking in a guest and on the guest screen after the guest has been checked in.

### CHECK-IN

After check-in a screen will be displayed where you can enter the number of keys, clerk name, and the number of additional hours after check-in time on the guests check-out date that you would like the guests keys to remain active.

1. Check-in the guest.
2. Enter the number of keys you would like to make using the arrows.
3. Enter the Clerk Name.
4. Enter the number of additional hours you would like to keys to remain active.
5. Press **F10** or click the **Done** button once you have finished, otherwise press **ESC** or click the **Cancel** button.
6. A message box will be displayed saying, “Sending Key Card Info.” The write light on the card lock box should be active.
7. Swipe the key cards.

### GUEST SCREEN

1. Press “**3**” or click the **Guest Screen** button from the Main Menu of Check-Inn®.
2. Select the guest who needs room keys from the *Guest Screen Room Selection*, and press **F10** or click the **Continue** button.
3. Press **F2** or click the **New Room** button.
4. Press “**2**” or click the **Create Key Card** button.
5. Enter the number of keys you would like to make using the arrows.
6. Enter the Clerk Name.
7. Enter the number of additional hours you would like the keys to remain active.
8. Press **F10** or click the **Done** button once you have finished, otherwise press **ESC** or click the **Cancel** button.
9. A message box will be displayed saying, “Sending Key Card Info.” The write light on the card lock box should be active.
10. Swipe the key cards.
11. Press **ESC** or click the **Cancel** button.

# QUESTIONS AND ANSWERS

## **I UPGRADED TO CHECK-INN® FOR WINDOWS FROM CHECK-INN® FOR DOS AND NOW MY CALLS ARE NOT POSTING. WHY?**

You will need to change the Check-Inn® location from the Check-Inn® for DOS directory to the Check-Inn® for windows directory. To change the Check-Inn® location please see “Check-Inn Location” under the “Settings” section of this manual.

## **MY PHONE CALLS HAVE STOPPED POSTING. WHY?**

- If you think Call-Inn® has suddenly stopped posting calls, try making a test call or a wake up call. If neither of these show up, try rebooting the computer (shut down the computer and then restart). After the system has restarted, try another test call. If this call doesn't show up, check the cables going from the phone system into the computer. Make sure that all the connections are secure.
- Make sure that the phone system is functioning properly. Check the “Port Settings” screen to verify the settings are correct for your phone system.
- Contact Innsoft, Inc. if your phone calls are still not posting. You may need to purchase a mini-tester for further testing. Please see the appendix for information on the mini-tester.

## **WHY DO MY POINT-OF-SALE CHARGES SHOW UP UNDER THE WRONG CATEGORY ON THE GUEST FOLIO?**

You may have the POS categories set to post to the wrong Check-Inn® sales categories. Please see the “Point-Of-Sale Interface” section of this manual for further information.

## **HOW DO I CHECK THE VERSION NUMBER FOR CALL-INN?**

You may check the version number from the **Help** menu, in the “About” section.

## **THE PORT SETTINGS SCREEN SAYS “COM PORT UNAVAILABLE”. WHAT SHOULD I DO?**

- If the COM Port was previously available, and you were able to receive data in the display on the *Port Settings* screen, you should start by rebooting your computer.
- If you are setting up “Port Settings” for the first time, try selecting a different COM Port. The current COM Port selected may not exist on your computer, or it may be being used by another interface or application.

## **HOUSEKEEPING CODES ARE NOT WORKING WHAT SHOULD I DO?**

- Make sure the housekeeper remains on the line longer than the grace period set in “Call-Inn” as well as that of your phone system.
- Give the Check-Inn® system one minute to change the room status before you check the status of the room.
- Make sure you are not looking at the status of the room directly after checking someone in.

## **HOW DO I FIND THE CONFIRMATION NUMBER ON A RESERVATION SENT BY MY CENTRAL RESERVATION SYSTEM?**

Locate the reservation under the “Reservation” section of the Check-Inn® program. Once the reservation information is displayed, press **F2**. Press “**4**” to view the central reservation log for the reservation. The central reservation confirmation number will be listed in the log.



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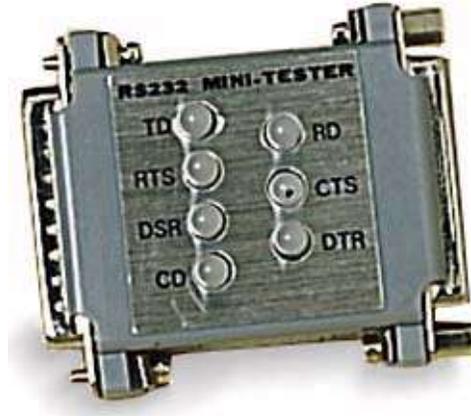
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## APPENDIX

The Mini Tester as well as Adapters may be purchased from Radio Shack. You will be asked to purchase a mini-tester if your phone calls or other interfaces are not posting information.

### **RS-232 MINI TESTER** (Part # 276-1401)



### **PORT ADAPTER** (Part # 26-209) DB25 pin male/DB9 pin female



### **PORT ADAPTER** (Part # 26-287) DB25 pin female/DB9 pin male

