

Avaya Solution & Interoperability Test Lab

Application Notes for Tiger Communications Tiger Hotel Pro with Avaya IP Office 6.1 - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Tiger Communication Tiger Hotel Pro to interoperate with Avaya IP Office 6.1. Tiger Communication Tiger Hotel Pro is the primary user interface for the Tiger Communication Tiger Hotel Pro hospitality package, where the staff can carry out their day-to-day tasks.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the compliance-tested configuration using a Tiger Communications Tiger Hotel Pro and Avaya IP Office 6.1. Tiger Communication Tiger Hotel Pro is a graphical hospitality user interface. It is commonly used in hotels to provide a means of controlling usage of room facilities. Tiger utilizes XML based communication for hospitality control of Avaya IP Office. Hospitality features are translated into a set of XML commands, which are passed via a secure IP port on Avaya IP Office.

The following main features are provided by the Tiger interface with Avaya IP Office:

- Check-In This function is used to assign a new guest to a particular room with a telephone. The credentials of the guest are used to update the station configuration within Avaya IP Office. This includes the display name of the phone as well as calling restrictions and Message Waiting Indicator (MWI) updates.
- **DDI** This function is used to allocate a DDI to a room telephone extension. When DDI is allocated to a checked-in room, the room can be accessed externally, by making an inbound external call to a DDI number.
- Update A facility that updates the display name of the station in Avaya IP Office.
- **Room Transfer** This allows a guest to transfer to a different unoccupied room and it results in the transfer of the guest's extension configuration.
- **Telephone Service Class** Tiger allows two telephone service classes: "Barred" and "Unbarred", which refer to barring or permitting external calls. On check-in, user rights are set to "Unbarred" in IP Office, however this can be overridden to "Barred" through the Update facility, if the guest desires. On check-out, the user-rights are set to "Barred."
- **Message Waiting** Tiger Communication Tiger Hotel Pro allows messages to be left for guests. The Message Waiting Indication (MWI) phone feature alerts the guest to a voice message.
- **Check-out** Once a guest has vacated a room, this function resets the telephone to default configuration and sets call barring of external calls.
- **Maid Status** Maid Status is a mechanism allowing the room status to be updated in Hotel Pro by minimal telephone interaction. This is often used to indicate room ready status following cleaning.
- Link Failure/Recovery Verification was done to ensure that there is suitable recovery of the Tiger Communication Tiger Hotel Pro after a lost connection to Avaya IP Office.

The configuration in **Figure 1** was used to compliance test Tiger Communication Tiger Hotel Pro with Avaya IP Office. A TCP/IP link was established between Tiger Communications server and Avaya IP Office. From the Tiger Hotel 2020, XML commands were passed via a secure IP port on IP Office for replication of the hospitality features.

- E1 PRI Trunk card connected Avaya IP Office to another PBX, which was simulated a PSTN environment for testing outbound external calls.
- Avaya IP500 Office was configured with analog and digital expansion modules.
- Avaya 2420 digital telephones and Avaya 4620 SW and 4621 SW IP telephones were used to answer and/or place the calls.

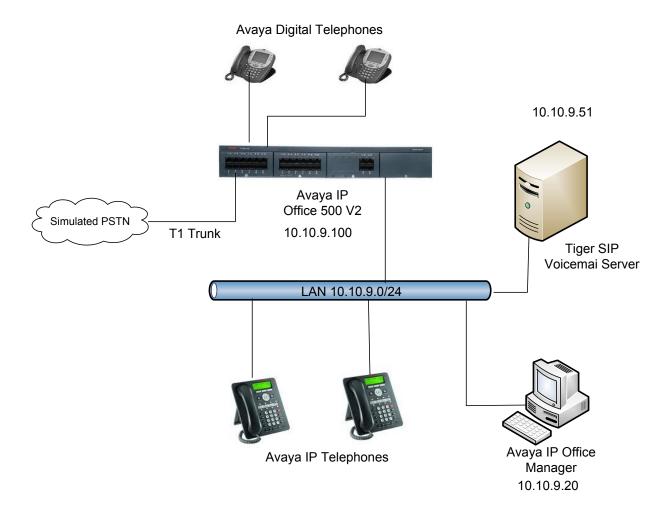


Figure 1 – Tiger Network Topology

Observations made during testing are noted below:

• Tiger sends names in reverse order to handsets: Tiger reverses first name and surname when sending them to IP Office.

Table 1 lists the Extensions required for this testing. The information in the table will be referenced at different stages throughout these Application Notes.

Extension	Room Extensions
89100	IP Phone
89101	IP Phone
89102	IP Phone
89011	Digital Phone
89013	Digital Phone
Extension	DDI Extensions
89200	Sequential
89201	Sequential
89202	Sequential
89203	Sequential
Extension	Room Status
89020	Vacant Dirty
89021	Vacant Clean
89022	Vacant Inspected
89023	Occupied Dirty
89024	Occupied Clean
89025	Occupied Inspected

Table 1 – Extension list used Setup

1.1. Support

If technical support is required for the Tiger Communications Tiger Hotel Pro, contact their Technical Support Department.

Email: support@tigercomms.com

Phone: +44 1425 891 000

2. Equipment and Software Validated

The following equipment and software/firmware were used for the sample configuration:

Equipment	Software /Firmware
Avaya IP Office	6.1(5)
• 700417462 PRI Card	
• 700417330 DS1 Card	
Avaya IP Office Manager	8.1(5)
Avaya 9600-Series IP Telephones (9620, 9630)	3.1.1
Avaya 2420 Digital Telephones	-
Tiger Hotel Pro	4.9.9.2

Table 2: Equipment and Software Validated

3. Configure Avaya IP Office

The configuration information provided in this section describes the steps required to set up IP Office for this solution. For all other provisioning information, such as IP Office installation and configuration, please refer to IP Office product documentation in reference [1].

3.1. Configure Secure Connection

From the IP Office Manager PC, go to Start \rightarrow Programs \rightarrow IP Office \rightarrow Manager and launch the Manager application. Log into IP Office Manager using the appropriate credentials. In the Manager window, select File \rightarrow Advanced \rightarrow Security Settings... to search for IP Office in the network.

File	Edit View Tools Help Open Configuration Ctrl+O									
	Close Configuration	TPhelan_Branch1 Image: Second s								
	Save Configuration Ctrl+S Save Configuration As Change Working Directory Preferences Offline	System LAN1 LAN2 DNS Voicemail Telephony Directory Services System Events SMTP SMDR Twinning VCM VCM Name TPhelan_Branch1 Locale L Contact Information Set contact information to place System under special control Set contact Set contact Set contact Set contact								
	Advanced Backup/Restore Import/Export Exit RAS (1) Conting Call Route (2)	Erase Configuration (Default) Reboot System Shutdown Upgrade Change Mode Audit Trail ory Card								
6 6 6 6	WanPort (0) Directory (0) Time Profile (0) Firewall Profile (1) Image: Profile (1)	Addit frail Pry Card Security Settings Erase Security Settings (Default) Embedded File Management Format IP Office SD Card Memory Card Command Launch Voicemail Pro Client OK Cancel Help								
	54 \$535	System Status LVM Greeting Utility Error List								

Log into IP Office using the appropriate **Security Service User Login** credentials to receive its security settings. In the Security Settings General window that appears, click **Services** in the left pane. **Service Details** are displayed.

In the Service Details tab, from the drop-down list of the Service Security Level, select Unsecure + Secure and click OK.

Security Settings	Service : Config	juration	<mark>≓ - × √</mark> < >
🖃 🔒 Security	Service Details		
	Name	Configuration	
Services (4) Groups (5)	Host System	TPhelan_Branch1	
E Service Users (4)	Service TCP Port	50804, 50805	
	Service Security Level	Unsecure + Secure	
	Under ENM Administration		
			OK Cancel Help

In the Manager window, select File \rightarrow Save Security Settings and re-enter username and password of the security administrator.

3.2. Modify User Rights

In the Manager window, expand Configuration Tree. Right-click on User Rights, and select the New option. The New User Rights window appears on the right-hand side. In the Name field, set value Barred.

IP Offices	Barrec	*	📸 • 🗙 • < >
IP Offices IP Offices	odes Button Programming Phone Manage		
Application Application Barred Boss Default IP Hardphone Malibox Paging T3 default		QK	▼ Cancel Help

Click on the **Phone Manager** tab. In **Phone Manager status options** section, uncheck the **Outgoing** checkbox and from the drop down list select **Apply User Rights value**. Click **OK**.

IP Offices	📓 🛛 Barred* 🔤 🛃 🕹 🖓 🚽 🗙 🗸	< >
IP Offices	User ShortCodes Button Programming Phone Manager Telephony User Rights membership Voicemail Configuration options Image: Screen pop options Not part of User Rights Image: Rights	< >
Tunnel (0) Ser Rights (10) Ser Rights (10) Segent Segent	Image: All im	<u>H</u> elp

Create a second new User Rights. In the Name field set the value to Unbarred (Not shown). Click on the Phone Manager tab. In Phone Manager status options section, ensure the Outgoing checkbox is checked and select Apply User Rights value from the drop down list. Click OK.

IP Offices	Image: Second
 ● 行子 Line (11) ● 一〇 Control Unit (5) 	ShortCodes Button Programming Phone Manager Telephony User Rights membership Voicemail
	Configuration options
HuntGroup (6)	Not part of User Rights
	Telephone Screen pop Image: Ringing Answering Do not disturb Agent mode Internal Outlook Compact mode Ivoicemail Image: External Mobile Twinning Image: Ringing Image: Ringing
	Phone Manager status options
Account Code (0)	Apply User Rights value
Licence (157) Tunnel (0) Licence (157) Licence (1	Image: All image
- Los Boss - Los Default - Los IP Hardphone - Mailbox - Los Paging - Los T3 default	

3.3. Configure Users and Extensions

In the Manager window, go to the Configuration Tree, right-click **Extension** and select **New** in the pop-up menu that appears. In the subsequent Extension window, set **Base Extension** to **89100** which is the first extension in **Table 1.** Click **OK**.

IP Offices	H:	323 Extension: 8006 89100*	🚔 • 🗙 • < >
🖃 🛷 Extension (33)	Extn VoIP		
% 8001 8004 <i>&</i> 1 89000	Extension Id	8006]
	Base Extension	89100	
	Caller Display Type Reset Volume After Calls	on 🔽	
	Device type	Avaya 9620	
	Module	0	
	Port	0	
 53 89015 54 89016 55 89017 56 89018 73 89019 74 89020 75 89021 76 89022 76 89023 78 99024 	Disable Speakerphone		
4 0 78 89024 4 0 79 89025 4 0 80 89026			QK Cancel Help

Solution & Interoperability Test Lab Application Notes ©2011 Avaya Inc. All Rights Reserved. In the Manager window, go to the Configuration Tree, right-click **User** and select **New** in the popup that appears. In the subsequent User window, set an appropriate **Name, Password** and **Confirm Password**. Set **Extension** to **89100** from earlier in this section and click **OK**.

IP Offices	🗹 Extr	189100: 89100*	☆ • × < >
🖃 🖞 User (34) 🔼	User Voicemail DND ShortCodes Sour	ce Numbers Telephony Forwarding Dial In Voic	e Recording Button Programming
📲 RemoteManager	Vame Extn89100		
8004 Extn8004	Password ****		
89001 Extn89001	Ionfirm Password		
	Full Name Extn 89100		
89004 Extn89004	Extension 89100		
89006 Extn89006	Locale		~
89007 Extra9007	Priority 5		*
89011 Extn89011	System Phone Rights None		▼
89013 Extn89013	Profile Basic User		▼
89014 Extn89014 89015 Extn89015		ist	
89016 Extn89016	Enable So	tPhone	
	Enable on	e-X Portal Services	
89100 Extn89100	Enable on	e-X TeleCommuter	
89102 Extn89102	Ex Directo	ry	▼
89025 Occ Inspect			

Repeat this for all room extensions that are required.

3.4. Create DDI Hunt Groups

In the Manager window, go to the Configuration Tree, right-click on **Hunt Group** and select **New** in the pop-up menu that appears. In the subsequent Hunt Group window, set **Name** to something appropriate, set **Extension** to **89201** and set the **Ring Mode** to **Sequential.** Ensure that no extension is added to the hunt group as they will be automatically added by Tiger Hotel Pro once a DDI is allocated to an extension. Click **OK**. Repeat this for each hunt group listed in **Table 1**.

IP Offices		Sequential Group I	DDI 89201	: 89201*	🗗 - 🗙	✓ < >
- 15 89021	Hunt Group Voicemail Fall	Iback Queuing Voice Recordin	ng Announcer	ments		
 76 89022 77 89023 78 89024 79 89025 	Name Extension	DDI 89201 89201		CCR Agent Group		
20 80 89026 3006 89100	Ring Mode	Sequential	~	No Answer Time (secs)	System Default (15)	\$
8007 89101	Overflow Mode	Group	~	Overflow Time (secs)	Off	\$
 8008 89102 8000 89300 8002 89301 8003 89302 	Hold Music Source Agent's Status on No-Answe Applies To	No Change er None	~	Voicemail Answer Time (secs)	45	
8004 89303	User List			Overflow Group List		
	Extension Name			Group Name		
- 🚱 Service (0)	<					~
(p) Incoming Call Route (2) (0) (0) (0)				QK		Help

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3.5. Create Room Status Extensions

In the Manager window, go to the Configuration Tree, and in the **Extension** area select one of the analog phones which are available by default when an IP Office Analog Card is present. Make a note of the selected analog extension and rename the **Base Extension** to **89021**, Details of extensions used for Room Status feature are located in **Table 1**. Click **OK**.

IP Offices	1	Analogue Extension: 75 89021*	☆ • × < >
	Extn Analogue Extension Id Base Extension Caller Display Type Device type Module Port	75 89021 On Analogue Handset BP4 3	
			QK <u>C</u> ancel <u>H</u> elp

In the Manager window, go to the Configuration Tree, and in the User area select the User corresponding to the original analog extension that was renamed earlier. Rename the **Name** to **Vacant Clean** and ensure the **Extension** is set to **89021**. Click **OK**.

IP Offices	12				Vacant Cle	an: 8902	21*			📥 - X •	(< >
89021 Vacant Clean 89022 VacantInspected	User	Voicemail	DND	ShortCodes	Source Numbers	Telephony	Forwarding	Dial In	Voice Recording	Button Programming	Meni
89020 Voicemail 2 89300 VoiceMail SIP 89301 Voicemail SIP1 89302 Voicemail SIP2 89302 Voicemail SIP3 89019 Voicemail SIP3 89019 Voicemail HurtGroup (6) Coope Decement	Nam Pass Conf Full M	word irm Password Jame	ł	Vacant	Clean						
89200 DDI 89200 89201 DDI 89201 89202 DDI 89202 89203 DDI 89203 89203 DDI 89203 89220 SIP Voicemail 89210 Tiger Voicemail € Short Code (66)	Loca Prior	e	ghts	5 None					~		~
Service (0) RAS (1)									<u>o</u> k		Help

Repeat this step for each Maid Status required. Use the details of extensions specified for the Room Status feature in **Table 1**. In the IP Office Manager window, select **File** \rightarrow **Save** to push the configuration to IP Office and wait for the system to update. This completes configuration of Avaya IP Office.

4. Configure Tiger Communication Tiger Hotel Pro

The configuration information provided in this section describes the steps required to set up Tiger Hotel Pro to interoperate with IP Office 6.1. Tiger utilizes XML based communication for hospitality control of IP Office. Hospitality features are translated into a set of XML commands which are passed via a secure IP port on IP Office. For all other provisioning information, such as software installation, installations of optional components, and configuration of Tiger Hotel Pro, please refer to the Tiger Communications product documentation in reference [3]. It is assumed Tiger Hotel Pro is installed as described in reference [3]. This section will discuss the IP Office changes required for this specific deployment.

4.1. Avaya Service Configuration File.

After installation and basic configuration, open the **AvayaService.INI** file located in the **<drive letter>:\tig2020\Avaya\Client**. The following values should be configured:

- **ipofficeunitip**: The IP address of IP Office
- **ipofficeunitport**: The Port used to talk to IP Office (in this case secure)
- ipofficeusername: Login user name for IP Office
- **ipofficepassword**: Login password for IP Office

```
<?xml version="1.0" encoding="UTF-8"?>
<sections>
 <section name="avayadebug">
  <item key="port" value="8000" />
  <item key="hostname" value="localhost" />
  <item key="level" value="10" />
  <item key="fileloggingon" value="True" />
  <item key="totallogfiles" value="100" />
  <item key="logfilesizemb" value="10" />
 </section>
 <section name="avayaipoffice">
  <item key="serviceurl" value="http://localhost/AvavalPOffice/service.svc" />
  <item key="serviceport" value="80" />
  <item key="ipofficeunitip" value="10.10.9.100" />
  <item key="ipofficeunitport" value="50805" />
  <item key="ipofficeusername" value="Administrator" />
  <item key="ipofficepassword" value="Administrator" />
  <item key="hiportno" value="7000" />
  <item key="messagedelaytime" value="1" />
  <item key="batchprocesstimeout" value="60" />
  <item key="batchprocessrecordstoprocess" value="10" />
  <item key="setconfigbatchtransactionflag" value="FALSE" />
 </section>
</sections>
```

Open up the Services Management tool (services.msc) and set the **AvayaIPOfficeClientService** service to be Automatic and start the service.

🍇 Services							<u> </u>
<u>File Action View</u>	Help						
← → 🔟 😭	ð 🗈 😫 🖬 🕨 🔳 🗉 🖦						
🆏 Services (Local)	🍇 Services (Local)						
	AvayaIPOfficeClientService	Name 🔺	Description	Status	Startup Type	Log On As	
		🍓 .NET Runtime Optimization Ser	Microsoft		Manual	Local System	
	Stop the service	🎇 Alerter	Notifies sel		Disabled	Local Service	_
	Restart the service	🎇 Application Layer Gateway Ser	Provides s	Started	Manual	Local Service	
		🎇 Application Management	Provides s		Manual	Local System	
		🎇 ASP.NET State Service	Provides s		Manual	Network S	
		🎇 Automatic Updates	Enables th		Manual	Local System	
		AvayaIPOfficeClientService		Started	Automatic	Network S	
		Background Intelligent Transfer Se	ervice sfers		Manual	Local System	
		🎇 ClipBook	Enables Cli		Disabled	Local System	
		🎇 COM+ Event System	Supports S	Started	Manual	Local System	
		🎇 COM+ System Application	Manages t	Started	Manual	Local System	
		🎇 Computer Browser	Maintains a	Started	Automatic	Local System	
		🍓 Cryptographic Services	Provides th	Started	Automatic	Local System	
		🍓 CT Bus Broker		Started	Manual	Local System	
		🏶 DCOM Server Process Launcher	Provides la	Started	Automatic	Local System	
		🍓 DetectorsProj			Manual	Local System	
		🍓 DHCP Client	Manages n	Started	Automatic	Local System	
	Extended Standard						
	,,						

4.2. Start Interface

On the Tiger server, run the batch file by clicking on **Start Programs Startup Start Interfaces**. Once the batch file has been executed, the Interface to IP Office dialog box will be displayed. The interface shown below will display events that are passed from Tiger Hotel PRO to IP Office using the XML service.

S Interface to Avaya IPOffice	? ×
About Status Close Communications Messages Control Set Name of 'Vacant 1001'' for 1001 Tx: NAME 1001 'Vacant 1001'' Rx Rx	? ×
Rx: <lf> Rx: <ack> Rx: <cr> Rx: <lf></lf></cr></ack></lf>	-
Clear Follow Bottom Page	
N	1inimize

4.3. Create Guest Rooms

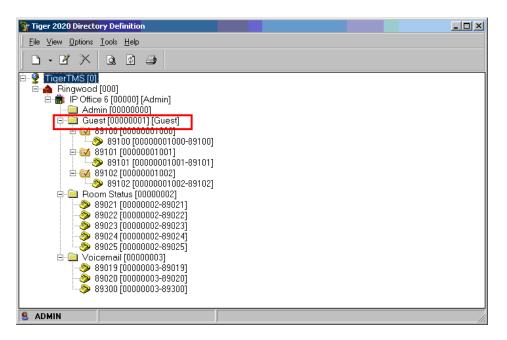
On the Tiger Hotel Pro server, click on Start→Programs→Tiger 2020 Hotel Pro→Tiger Hotel 2020. In the Tiger Hotel 2020 screen that appears, click anywhere within this screen to launch the username and password dialog box (not shown), enter the appropriate user name and password to launch the Main Menu options screen.

Tiger Hotel 2020				×
S	IP Office	Fest System		
Incoming Calls	0	Outgoing Calls	0	
Total Number of Calls	0	Time of Last Call	12:09:54	
			∓ More	
🗭 ADMIN				

In the Main Menu screen, click on System Management (F9) then Directory Definition (F6).

Main Menu			System Haisappoond Hense	System Management			
Check-In - F2 -	Check-Out - F3 -	Room Management - F4 -	System Setup - F2 -	System Configuration - F3 -	Workstation Setup - F4 -		
Standard Hotel Reports	Advanced Hotel Reports	Telephone Charge Enquiry	Access Control	Directory Definition	Periodic Export Configuration		
- F5 - Ancillary Charges - F8 -	- F6 - System Management - F9 -	- F7 -	- F5 - Tiger 2020 - F8 -	- F6 - About Tiger Hotel ² 2020 - F9 -	- F7 - Main Menu		

Expand the tree by clicking **TigerTMS→Ringwood→IP Office 6→Guest**.



Right-click on $Guest \rightarrow New \rightarrow Room$ to open the screen shown below. Enter the room extension in the Room Name field. For the Tariff field select Guest and for the Room Category field select Guest Room. Tick the This is a Billing Point checkbox. Click OK.

l	89101	
Room <u>N</u> ame: Code:		
<u>I</u> ariff: <u>R</u> oom Category:	Guest	PIN allowed
		the second s
Ünder Department:	Guest This is a Billing Point	Mave
nfigured Fields Memo	This is a Billing Point	Move
[This is a Billing Point	Møve

4.4. Create Extensions

In the Tiger 2020 Directory Definition screen, right-click on the new room created in the previous step and select $New \rightarrow Extension$ to assign an extension to the room. In the Extension Number(s) field, enter the extension number for the new room previously created. Click OK. Repeat for all room extensions.

Extension <u>N</u> umber:	89101	Operator Position
	·]
	Default Handset	New Handset
	£0.00 per Day	
Under Department	Room Status	Move
	This extension has Digit Privacy Set as Primary Extension	
and the second	Set as Primary Extension	
Extension Cfg Field	Set as Primary Extension	
Extension Cfg Field	Set as Primary Extension 1: 2:	
Extension Cfg Field	Set as Primary Extension 1: 2: 3:	

4.5. Create Room Status Extensions

If not already created, create a new department for Maid Status called **Room Status**. The creation of a new department is documented in reference **[2]**.

In the Tiger 2020 Directory Definition screen, right-click on the **Room Status** department and select **New→Extension** to create the new extensions for the Maid Status.

💱 Tiger 2020 Directory Definition
Eile <u>V</u> iew <u>O</u> ptions <u>T</u> ools <u>H</u> elp
Ingentified Profice 6 [00000] [Admin] Admin [0000000] Guest [00000001] [Guest] Guest [0000001000-89100] 9 89100 [0000001000-89100] 9 89101 [00000001001-89101] 9 89102 [00000001002] 9 89102 [00000001002] 9 89102 [00000002 9 89102 [00000002 9 89021 [0000002-89022] 9 89022 [00000002-89023] 9 89023 [00000002-89023] 9 89024 [00000002-89025] 9 Voicemail [00000003 9 89025 [00000003-89020] 9 89025 [00000003-89020] 9 89025 [00000003-89020] 9 89020 [00000003-89020] 9 89020 [00000003-89020]
S ADMIN

The extension numbers shown should reflect the Room Status numbers defined in **Table 1**. Repeat for all room status extensions.

Edit Extension Properties		X
Extension Details Adv	vanced	,
Extension <u>N</u> umber:	89021	Operator Position
Tariff	(None)	
Handset Type	Default Handset	New Handset
Cost	£0.00 per Day]
Under Department	Room Status	Move
Configured Fields Memo	This extension has Digit Privacy Set as Primary Extension	
Extension Cfg Field	1:	
Extension Cfg Field	2:	
Extension Cfg Field	3:	
Extension Cfg Field	4:	
	< Prev [F5] Next [F6] >	
		OK Cancel

5. Interoperability Compliance Testing

The interoperability compliance testing included feature and serviceability testing. The feature testing evaluated the ability of Tiger Hotel Pro to carry out hospitality functions through XML based communication with IP Office. The serviceability testing introduced failure scenarios to see if Tiger Hotel Pro could resume after a link failure with IP Office.

5.1. General Test Approach

The general test approach was to validate correct operation of typical hospitality functions including:

- Check-In
- DDI
- Update Name
- Room Transfer
- Telephone Service Class
- Message Waiting
- Check-out
- Room Status
- Link Failure/Recovery

Feature functionality testing was performed manually. The Tiger Hotel Pro interface was used to exercise hospitality features like check-in, check-out and room transfer. These activities would cause the following to occur: User's name in IP Office was updated with specified value or with room status, outbound external calls on an extension were barred/unbarred, Hunt Groups which were used for DDI allocation were updated with correct extensions. Internal and external calls were made by using digital and IP phones, and external inbound and outbound calls were made through T1/PRI trunk.

5.2. Test Results

All test cases that were executed have successfully passed.

6. Verification Steps

Using the Tiger Hotel Pro Check-in hospitality function assign room 89101 with extension to 89101 to a guest. In the Main Menu screen, click on **Check-In (F2)**.



In **Room**, select a room 89101 from the drop-down list. Enter a descriptive name for the **Name** field in the **Guest Details** tab and then click on the **Check-In (F10)** button.

Check-In Che		
Room Details Reservation Room Category All Room 89101	Extension Attributes - F2 -	Additional Guests - F3 -
Default Rate New Rate (None)	Message Waiting - F4 -	Budget Limits - F5 -
Guest Details Additional Guest Details Name John Md	Wake-Up Calls - F6 -	PIN Attributes - F7 -
Title Initials Address	DDI Attributes - F8 -	Account Details - F9 -
Arrival Date & Time	Check-In - F10 -	Exit -Esc-

Verify that Tiger Hotel Pro has passed correct check in details to IP Office as shown below in **Interface to Avaya IP Office.** The station handset should now reflect the name entered in the check-in form.

🖏 Interface to Avaya IPOffice	? ×
About Status Close Communications Messages Control	
Rx: <ack> Rx: <ack> Rx: <enq> Info: Received Heart Beat. Rx: <enq> Info: Received Heart Beat. Rx: <ack> Checkin: Checking in 'John Mc'' to 89101. Tx: NAME 89101 John Mc Rx: <ack> Checkin: Setting COS for 89101 to Unbarred. Tx: COS 89101 Unbarred<cr><lf> Rx: <ack> Rx: <ack> Rx: <ack> Tx: COS 89101 Unbarred<cr><lf> Rx: <ack> Checkin: Check > Check > <!--</th--><th>•</th></ack></lf></cr></ack></ack></ack></lf></cr></ack></ack></enq></enq></ack></ack>	•
Clear Follow Bottom Page	
	Minimize

7. Conclusion

These Application Notes describe the required configuration steps for the Tiger Communication Hotel Pro to execute hospitality functions with Avaya IP Office. All test cases that were executed successfully passed. Tiger Communication Hotel Pro version 4.9.9.2 was successfully compliance tested with Avaya IP Office version 6.1(5). Observations made during testing are noted in **Section 1.0**.

8. Additional References

The following documentation may be obtained from <u>http://support.avaya.com</u>. [1] *Avaya IP Office Release 6.1 Manager 8.1, Issue 25j, 3rd December 2010* available at <u>http://support.avaya.com</u> [2] Product documentation for Tiger Communications products may be found at:

[2] Product documentation for Tiger Communications products may be found at: <u>www.tigercomms.com</u>

[3] TigerTMS Avaya IP Office Interface PMS Client Service available at www.tigercomms.com

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