



Reservation Software That Makes Sense.

Lodgeware™

Call Accounting Features and Description

Lodgeware's Dynacall Call Accounting Module

Introduction

Dynacall is Lodgeware's Call Management Module that automatically processes call records generated by your phone system, calculates any toll charges that may apply based on your configuration and adds the processed call record and any calculated toll charges to the guest folio.

In practice here is what happens - Suppose you have a guest checked in under Lodgeware. When the guest places a call from their room the moment they hang up your phone system generates a call record that is processed by Lodgeware to determine if any toll charges and taxes apply and then automatically posts the resulting phone charge to the guest invoice.

Supported Phone Systems

Dynacall supports most phone systems delivering SMDR. See the appendix at the end of this document for a list of supported phone systems.

If you do not see your phone system listed please give us a call.

Computer System Hardware Requirements

IBM Compatible Personal Computer with:

- Windows 2000, XP, Vista, Windows 7
- Windows P4 or better
- CD ROM and 1GB MB RAM *minimum*
- *Minimum* of 10 GB of free hard disk space
- Video Resolution set at 800x600
- Display set at 256 colors or better
- RS232 Serial Communications port with a 9 pin or 25 pin DB type connector

NOTE: The Dynacall call accounting module is typically installed on the **SAME** computer as the Lodgeware computer. However, Dynacall call accounting can be installed on a computer networked to the Lodgeware computer.



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Dynacall SMDR Phone System Requirements

Your phone system must output SMDR (Station Message Detail Recording) or CDR (Call Detail Recording) via RS-232 serial cable. The RS-232 serial cable forms the connection between your phone system and your Lodgeware computer allowing your phone system to deliver telephone call information(SMDR) to your Lodgeware computer. With some phone systems the SMDR functionality is an optional module – you may have to check with your phone system maintenance provider to verify that SMDR is available from your phone system.

IMPORTANT: The RS-232 serial cable carrying the SMDR from your phone system to the Lodgeware computer must be configured and tested before the Dynacall call accounting module is installed. We will work with your telephone system maintenance provider to ensure that things are properly configured.

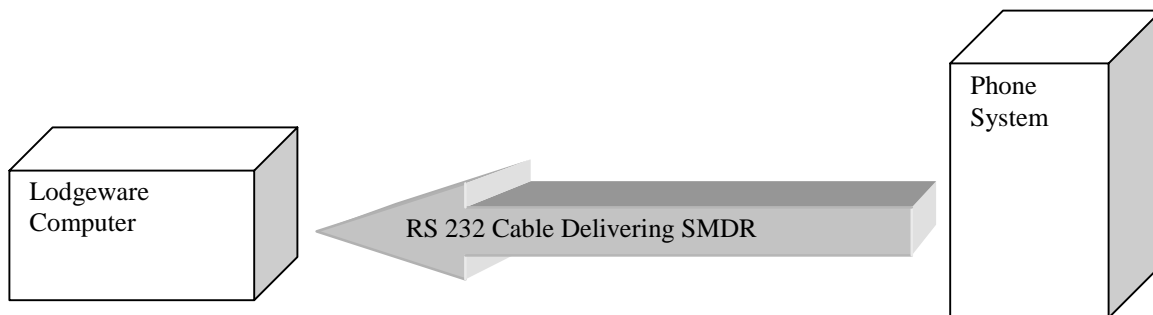


FIGURE 1 - RS 232 CABLE CONNECTING PHONE SYSTEM TO LODGEWARE COMPUTER



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Operational Overview

Figure 2 shown below illustrates the flow of call record SMDR data from your phone system over a serial port communications cable connected to your computer running Lodgeware.

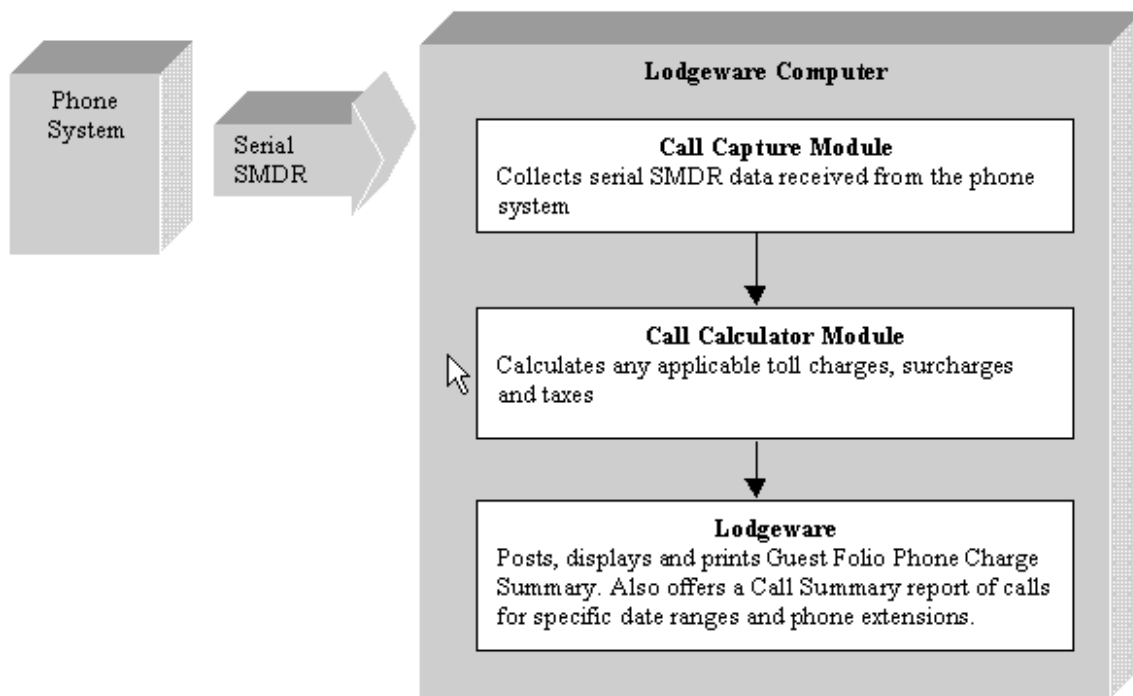


FIGURE 2 – Dynacall Operational Overview



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Dyncall Application Suite

Dyncall comprises a suite of applications.

Call Capture
Call Calculator
Call Configuration

Call Capture

Call Capture is constantly "listening" to the serial communication port that connects the Dyncall computer to the phone systems SMDR port. As call records are sent out the phone system SMDR port they are captured, processed and saved to a date stamped ascii file with a CDR file extension. Call Capture is also responsible for maintaining the serial port settings for the SMDR RS232 cable.

Call Calculator

Call Calculator periodically monitors any newly created call record files created by Call Capture and processes any valid call records. The Call Calculator process extracts the date, time, duration and destination of the call and calculates any toll charges (using your configured phone rates and surcharges)

Call Configuration

Call Configuration offers a number of configuration screens that allow you to manage

- Phone Toll Rates
- Phone Extensions
- Call processing settings such as call duration adjustments, call surcharges and carrier codes.



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APPENDIX – LIST OF SUPPORTED PHONE SYSTEMS

Altigen
AltigenCSV
AltigenVers4CSV
AmtelcoExcalibur
Atlas128
AtlasKSX128
AvayaIP600
BDOSmart1
CMPBX
CmxCitation1648
ComdialDXP
ComdialDXPHeronHouse
ComdialDXPAccount
ComdialDXPREvision1
ComdialDSU
CortelcoMillennium
Ctg1648
Ctg2048
GreatAmericaMitelSX
GTEGTD1000
FujitsuStarlog
Harris
HitachiHCX5000
HitachiHCX5000WAcct
Hicom150E
Intertel
IntertelAxxess
IntertelIMX256
ICLID
InteractiveIntel
Isoetec
Isoetec228
IQ200Plus
ITT3100L
ITTOdessey
IwatsuAdix
IwatsuQuality
Lucent5ESS



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LucentACS
LucentDefinity
LucentDefinityExpanded
LucentDefinityTeleseer
LucentDefinity2
LucentDefinity3v4
LucentDefinity3v5
LucentDefinitySTANDARDISDNPrinter
LucentMerlin
LucentPartnerII
LucentPartnerII41
LucentSpirit
LucentSystem25
LucentSystem75V2
MeridianNorstar
MeridianNorstarCTA
MitelSmart1
MitelSmart1PIN
MitelSmart1PINACCT
MitelSX
MitelNonStandard
MitelSX2000
MitelSX2000Satellite
NecElectraMark2
NecElectraMark2WAcct
NecElectrapro2
NecElectrapro2 1
NecElectrapro2600
NecElectra1648S
NecNeax1400
NecNeax1400_2Line
NecNeax2400
Nec1648Series1
NecElite
NitsukoAlliance
NitsukoOptima
NitsukoOptima2
NitsukoOptima384iV308
NitsukoOptima124i
NitsukoOptima384i
NitsukoOptimaPIN



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PanasonicA
PanasonicC
PanasonicDBS
PanasonicE
Panasonic_KXTD500
Panasonic816
Panasonic1232
Panasonic1232Digital
Panasonic1232V341A
PremierTelecom
SiemensCBX8000
Siemens9000
Siemens9200
Siemens9751Model10_30_50
SamsungProStar816
SamsungProStarDCS
SamsungDCS400SI
SiemensHiComm300e30ex
SiemensSaturnIIE
SL1Option11
SL1Option11CLID
SL1Option21
SL1Option18
Smart1PIN_Account
SprintProtege
Telrad2464
Telrad4896
Telsaver
ThreeComNBX100
TieDCX
TieEK1648
TieMercuryM1000
TieMercuryM1000V1
TieOnyx
TieTCX128
TieUltracomUMT
TieUltracom1236B
ToshibaStrataDK16
ToshibaStrataDK96
ToshibaStrata6E
ToshibaStrataDK280R2



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ToshibaStrataDK280R3
ToshibaStrataDK424R4
ToshibaStrata620ER2R2
ToshibaPerceptionE1
TrilliumPantherII
Vantage48
VodaviTriad1
VodaviTriad2
Win100D
Win100DCLID