Introduction

The Epygi Hotel Console (EHC) application is a solution for small and mid-sized hotels designed to work with Epygi's QX series IP PBX (hereafter QX). EHC helps hotel management and staff to perform the following functions:

- Guest Check-in and Check-out
- Bill outgoing calls from guest rooms
- Schedule Alarms for guest extensions
- Activate Do Not Disturb (DND) for guest extensions
- Set and change Room Condition status
- Check and report Minibar status via a phone calll

Requirements

System Requirements

The EHC application should be installed on an MS Windows PC running one of the following operating systems

- Windows 10, Windows 8.1, Windows 7, Windows Vista and Windows XP
- Windows Server 2012 and Windows Server 2008
- There are no specific requirements to the minimum size of the RAM and HDD

Software Requirements

The EHC application is compatible with all QX IP PBXs beginning with the firmware version 6.1.2.

Network Connectivity

The QX and the PC running the EHC should be visible to each other.

EHC Licensing

Epygi Hotel Console is a licensable feature. The EHC feature key should be purchased to make the EHC application functional with the QX.

Guest Check-in and Check-out

- **Check–in** the guest, allocate credit for making calls, allow to make specific calls (for example, local and long distance but not international), enable voice mailbox service for the guest's extension(s)
- **Check–out** the guest, print and present the Call Detail Records for charging the guest and erase the guest's voice mailbox

Bill Outgoing Calls to Rooms

The EHC can log the Call Details Record (CDR) for each room. The logged CDR can be stored, viewed, printed and deleted. Based on the preconfigured calling rates the EHC can show call costs for each room. To charge guests (rooms) for calls an initial configuration should be done both on the QX and in the EHC.

Scheduling Wake–up Alarms for Guest Extension

EHC application allows to schedule one or many alarms for a guest extension. As soon as an alarm is configured, the QX will place a call to the guest's extension at the scheduled time and play a preconfigured alarm message.

Activating Do Not Disturb for Guest Extension

The DND can be activated both by the EHC user and by the guest (through the phone).

Setting and Changing Room Condition Status

The EHC application allows the hotel personnel to change/update room conditions both from the EHC main pane and via a phone call to the QX Auto Attendant specifically configured for that purpose.

Checking and Reporting Minibar Status

Hotel personnel can update the minibar status in each room from EHC application or via a phone call to the QX Auto Attendant specifically configured for that purpose.

Before changing/updating the minibar or room condition status, add the item codes in the **Minibar Items** and **Room Conditions** EHC panes accordingly. The codes will be used by hotel personnel for updating the minibar and room condition status via the phone.