

SIEMENS



HOTEL SOLUTION **FIDELIO FOS ↔ HOTEL SOLUTION link** **User's guide**

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1 General notes

1.1 About this document

The software and associated documentation are the subject of a license agreement. Before using the software, you should read this licensing agreement, which explains your rights and obligations.

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1.2 Terms and abbreviations

Terms and abbreviations	Definition
FOS	<u>F</u> ront <u>O</u> ffice <u>S</u> ystem A software solution covering the commercial aspects of running a hotel
TesaKey	Link between the HOTEL SOLUTION database and the TESA access management system.
Key Client	Link between the HOTEL SOLUTION database and the HOTEL SOLUTION magnetic card encoder.
Datagram	Information is exchanged by means of datagrams (also referred to as "records").
Fidehot	FIDELIO ↔ HOTEL SOLUTION link
DB	The HOTEL SOLUTION database
RCU	Room controller (<u>R</u> oom <u>C</u> ontroller <u>U</u> nit) A device for control and monitoring of the building services equipment in a hotel room

1.3 Typographical conventions

The typographical conventions used in this manual are described in the table below. We have adopted these conventions to make it as easy as possible for you to read the manual, so please take a few moments to read through the table.

Description	Example
Text to be entered by the user is printed in italics	<i>setup</i>
Italics are also used for special terms and to emphasize specific points	<i>Special term</i>
Placeholders in pieces of code and examples of files are also shown in italics	<i>Variable</i>
Path information and file names are shown in Courier	Format.exe
The names of keys and key combinations are printed in angular brackets. The "+" sign indicates that the keys specified should be pressed simultaneously.	<Ctrl>+<V>
The font Courier is used for pieces of code and examples of files containing text.	Courier
Text in pieces of code, if shown in rectangular brackets, represents optional information.	[<i>Option 1</i>]
Text in pieces of code, if shown in angular brackets, indicates compulsory information.	< <i>Compulsory</i> >

2 Functions of FideHot

2.1 General description

The FIDELIO ↔ HOTEL SOLUTION link, FideHot, is a software product which links the Micros-Fidelio hotel management software with the Siemens Building Technologies HOTEL SOLUTION system software.

The link transfers check-in and check-out data, and the movements of a hotel guest within the hotel, from the FIDELIO system to the HOTEL SOLUTION system. This data is used to create keys, and allow or deny access to rooms.

If no data has been transferred for some time, current data from the FIDELIO system can be transmitted to the HOTEL SOLUTION system in a database synchronization routine initiated by the FIDELIO system.

In addition, messages from the rooms (such as "Do not disturb", "Service call" or "Please clean room") are transferred by the HOTEL SOLUTION to the FIDELIO system.

Reservation and energy management cannot be implemented, as the FIDELIO system does not fulfill the necessary requirements.

2.2 System requirements

Hardware

Minimum PC specification

- Standard PC hardware, suitable for Microsoft Windows XP with 1024 MB RAM and 80 GB hard disk.
- CD ROM drive

Software

- Operating system: Windows XP Professional with Service Pack 2 or higher
- Installed Sybase SQL Anywhere 8 database client

Protocol: See Section **Fehler! Verweisquelle konnte nicht gefunden werden.**, **Fehler! Verweisquelle konnte nicht gefunden werden.** [FIPS] and [FIAS].

2.3 Notes on installation and configuration

The current version of the software is installed automatically when you install the HOTEL SOLUTION software from the HOTEL SOLUTION CD-ROM.

For further information on this subject, please refer to the HOTEL SOLUTION Software installation and configuration guide.

3 Operating the link

3.1 The main menu

To display the main menu, start the link software and press any key. You can now operate the functions of the link, and display link status information. Only the main menu features are shown here. This section describes how they operate.

Database connection status

This is shown below the title bar. The possible states are:

```
Database      : connected
              or
              : not connected      ("not connected" is highlighted in red)
```

Current status of the connection to FIDELIO

This is shown on the next line. The possible states are:

```
Link to Fidelio online      : yes
                             or
                             : no      ("no" is highlighted in red)
```

Main menu

The main menu is shown under the connection status information, and contains the following commands:

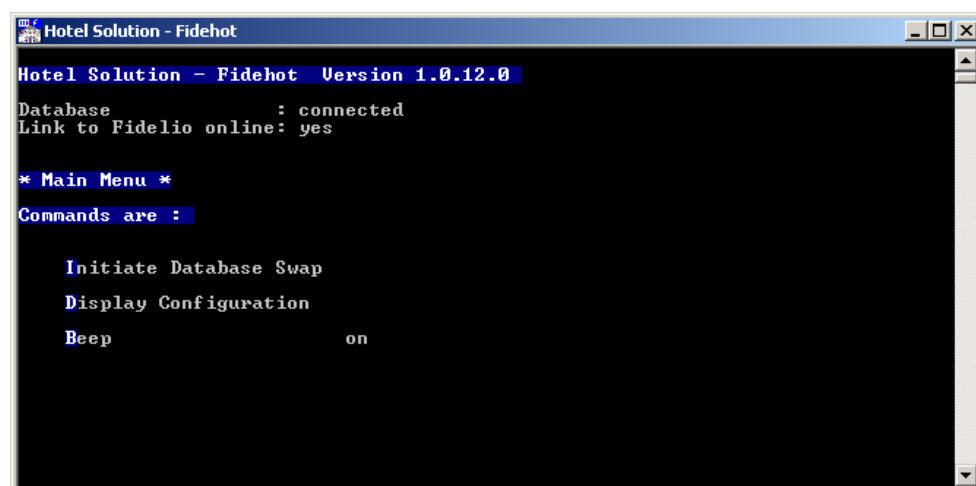
Initiate Database Swap By selecting this option, you can request synchronization with the FIDELIO database. A dialog box is displayed, in which you can answer the prompt with <y> (Yes) or <n> (No).

Display Configuration This command allows you to display the current link configuration

Beep Use this command to enable or disable the audible warning signal transmitted if the online connection with FIDELIO is interrupted.

Note

When you start the Fidehot link, the default setting is "on".

A screenshot of a terminal window titled "Hotel Solution - Fidehot". The window displays the following text: "Hotel Solution - Fidehot Version 1.0.12.0", "Database : connected", "Link to Fidelio online: yes", "* Main Menu *", "Commands are :", "Initiate Database Swap", "Display Configuration", and "Beep on".

```
Hotel Solution - Fidehot
Hotel Solution - Fidehot Version 1.0.12.0
Database      : connected
Link to Fidelio online: yes

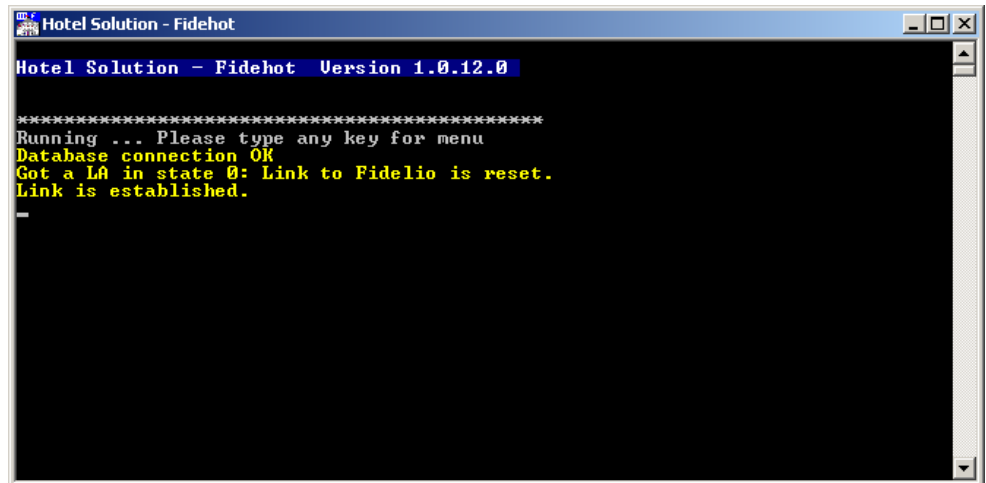
* Main Menu *
Commands are :

  Initiate Database Swap
  Display Configuration
  Beep                on
```

Fig. 3-1: Main menu for Fidehot link

3.2 Start-up characteristics

When you start the link, various messages are displayed first. In the case of a successful connection, the messages are as displayed below:



```
Hotel Solution - Fidehot Version 1.0.12.0
*****
Running ... Please type any key for menu
Database connection OK
Got a LA in state 0: Link to Fidelio is reset.
Link is established.
=
```

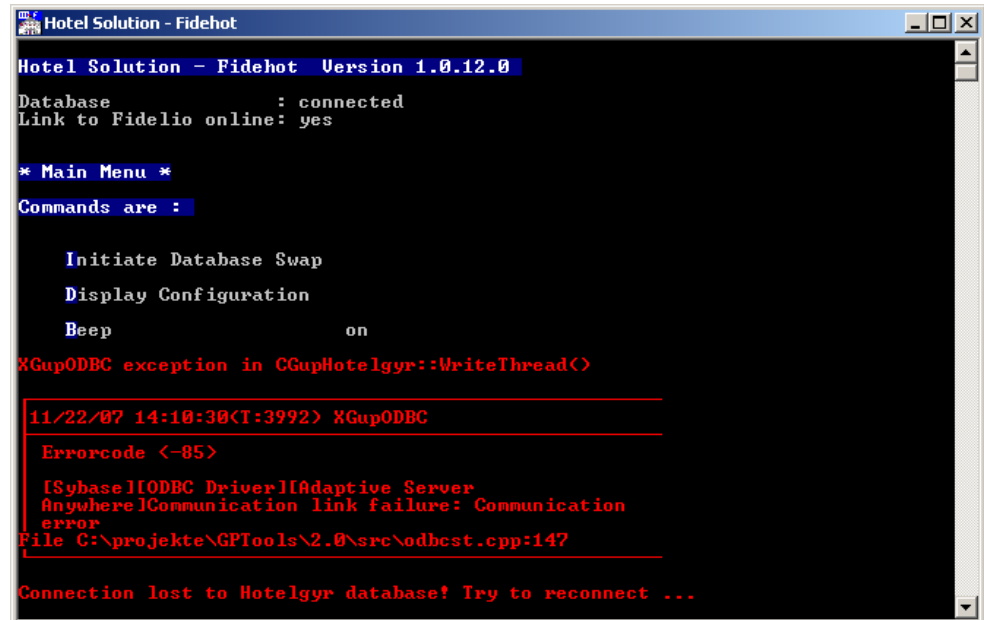
Fig. 3-2: Fidehot link started successfully, without error messages

You can now press any key to go to the main menu. If the link fails to start correctly, or if it is configured differently (e.g. with alarm polling), different screen messages will be displayed.

3.3 Automatic reconnection of the database

The area under the title bar indicates whether or not the database is connected. This display is updated with every instance of database access and whenever the menu is displayed. However, this is only the case when the link is used for realistic tasks (check-in, check-out, alarm polling etc.)

If the database connection is dropped, the link attempts to restore the connection. It tries to establish a connection to the database at regular intervals. The following information is displayed:



```
Hotel Solution - Fidehot
Hotel Solution - Fidehot Version 1.0.12.0
Database : connected
Link to Fidelio online: yes

* Main Menu *
Commands are :

Initiate Database Swap
Display Configuration
Beep on

XGupODBC exception in CGupHotelryr::WriteThread()

11/22/07 14:10:30(T:3992) XGupODBC
Errorcode <-85>
[Sybase][ODBC Driver][Adaptive Server
Anywhere]Communication link failure: Communication
error
File C:\projekte\GPTools\2.0\src\odbcst.cpp:147

Connection lost to Hotelryr database! Try to reconnect ...
```

Fig. 3-3: Screen display when database connection is dropped

Whenever you press any key, the title bar is updated and the following information is displayed:

```
Database : not connected
```

As already stated, regular attempts are made to re-establish the connection. At each unsuccessful attempt, the following text is displayed:

```
Database connection is damaged. Try to reconnect ...
```

Note

In such cases you should check that the databank has been started and is ready for operation. You can also check the event log to see why the database is no longer accessible.



Important

Remember that if the HOTEL SOLUTION database is unavailable, no data exchange with FIDELIO is possible. When the database connection has been re-established, the link will request a database synchronization. You do not need to re-start the link; simply make sure that the database is now operating normally.

When the database connection has been restored, a message to this effect will be displayed (including the status display which follows).

```
Hotel Solution - Fidehot
Hotel Solution - Fidehot Version 1.0.12.0
Database : not connected
Link to Fidelio online: yes

* Main Menu *
Commands are :

Initiate Database Swap
Display Configuration
Beep on

Database reconnect successfully ...
Guest with G# = 0 from room RN = 114 has been checked out from Hotelgyr ?
Guest with G# = 0 from room RN = 115 has been checked out from Hotelgyr ?
Guest with G# = 0 from room RN = 116 has been checked out from Hotelgyr ?
```

Fig. 3-4: Display after successful reconnection of the database

From this point on, the database is reconnected. A number of status messages will now be displayed and the database will be synchronized.

3.4 Failure of the online connection to FIDELIO

The link establishes a connection with the FOS via a serial cable. In normal operation, the FIDELIO interface, the serial connection and the Fidehot link must be permanently enabled. The connection is then referred to as an "online" connection.

If one of these components is faulty, the online connection is interrupted and the connection is then described as "offline".

Data can only be transferred from one system to the other via an online connection. This is why the link upgrade now includes the ability to identify a trouble-free online connection.

3.4.1 Functions of the link

The Fidehot link normally receives FOS information for further processing. Until now, a dropped line was only identified when the FOS was ready to send data.

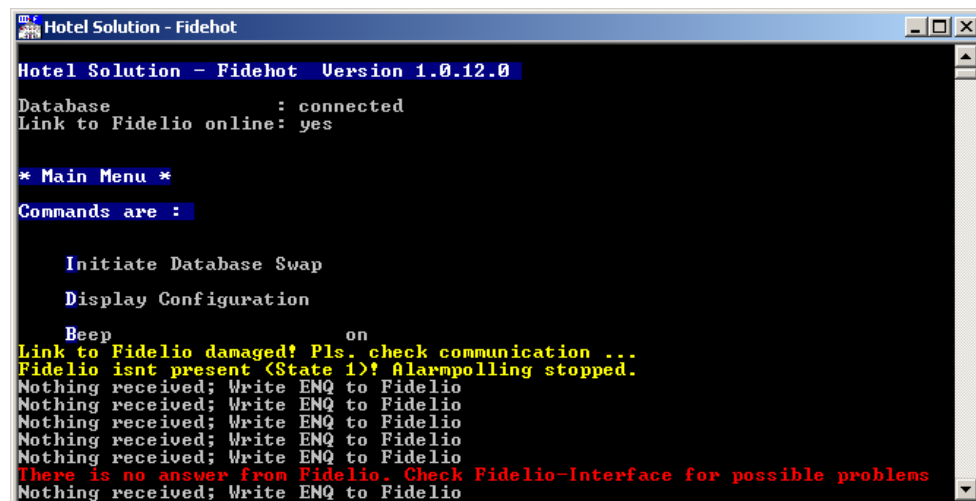
Check-in example:

A guest is checked in via the FOS at the hotel reception, and waits for the room key to be encoded. If there is no online connection at this point, this can be highly inconvenient for both guests and staff. For this reason, the functioning of the link software has been modified.

The Fidehot link now checks the connection to the FOS at regular intervals. If the FOS fails to respond after a certain number of calls, the link assumes that the connection has been dropped. The link software then displays messages to this effect. The system also transmits an audible signal, which can be disabled via the menu.

The number of attempts to connect and the intervals between them can be specified.

Additional information available in the user's guide HOTEL SOLUTION- software installation and configuration manual CM110600en.



```
Hotel Solution - Fidehot
Hotel Solution - Fidehot Version 1.0.12.0
Database : connected
Link to Fidelio online: yes

* Main Menu *
Commands are :

Initiate Database Swap
Display Configuration
Beep on
Link to Fidelio damaged! Pls. check communication ...
Fidelio isnt present (State 1)! Alarmpolling stopped.
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
There is no answer from Fidelio. Check Fidelio-Interface for possible problems
Nothing received; Write ENQ to Fidelio
```

Fig. 3-5: No connection to FOS

Note

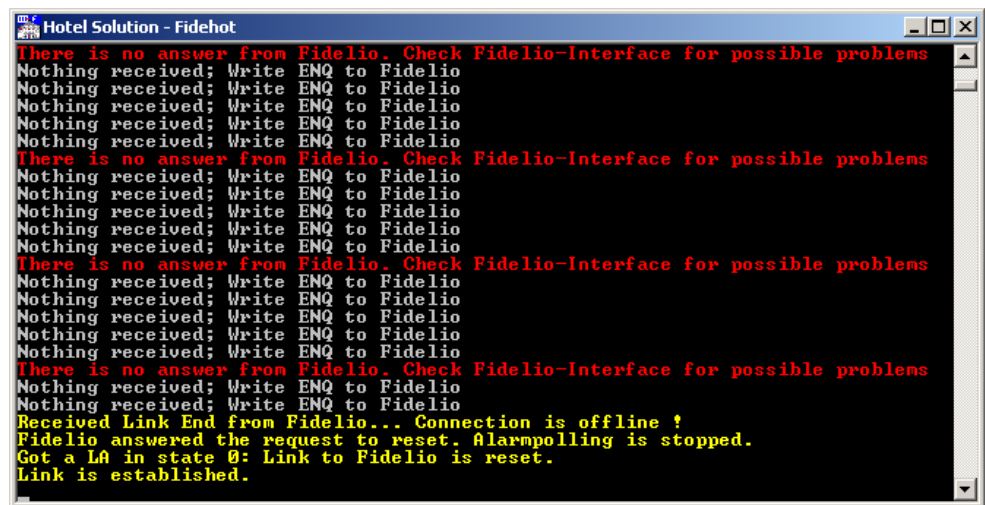
Staff must deal with this problem immediately. It can be assumed that the Fidehot link itself is still running, otherwise, no messages would be displayed. You should therefore check the FIDELIO interface and take the necessary corrective action. Also check the event log, the report file and the system log, and create back-ups if necessary.

If the problem cannot be identified, restart the FIDELIO interface and check that a connection is established and that the system is now online. If the system is not online, shut down the Fidehot link (HOTEL SOLUTION Configuration Utility) and restart it.

3.4.2 Automatic reconnect of FOS connection

As rule, you do not need to restart the FideHot coupler to reestablish a connection to FOS.

The figure below illustrates automatic reconnect after replacing a defective cable.



```
Hotel Solution - Fidehot
There is no answer from Fidelio. Check Fidelio-Interface for possible problems
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
There is no answer from Fidelio. Check Fidelio-Interface for possible problems
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
There is no answer from Fidelio. Check Fidelio-Interface for possible problems
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
There is no answer from Fidelio. Check Fidelio-Interface for possible problems
Nothing received; Write ENQ to Fidelio
Nothing received; Write ENQ to Fidelio
Received Link End from Fidelio... Connection is offline ?
Fidelio answered the request to reset. Alarmpolling is stopped.
Got a L0 in state 0: Link to Fidelio is reset.
Link is established.
```

Abb. 3-6: Automatic reconnect of FOS connection

3.5 Synchronizing the databases

Select **Initiate Database Swap** to initiate manual database synchronization with FIDELIO. A data protection prompt will appear, to which you must answer with <y> or <n>.



Important

Be aware that when you press < i > in the main menu of the Fidehot link, a data protection prompt will be displayed. Various other messages may be displayed at the same time, which will shift lines in the display. However, the system will continue to wait for you to acknowledge the database synchronization. To start database synchronization, enter <y>, even if the cursor is located elsewhere.

The database synchronization will be carried out with the system still running.

This means that you can continue with other activities, such as check-in, check-out etc., as these actions take priority over synchronization. However, database synchronization can still impair system performance. For this reason, we recommend that the database should be synchronized in idle periods (with just a small number of check-ins or check-outs, as these activities require fast response times). When database synchronization is complete, the HOTEL SOLUTION database will contain the latest FOS data – and only data which is specifically relevant for the HOTEL SOLUTION system.

4 Relationship with other components

The diagram below provides an overall view of the relationship between the HGO2.FID FIDELIO ↔ HOTEL SOLUTION link and the other HOTEL SOLUTION components.

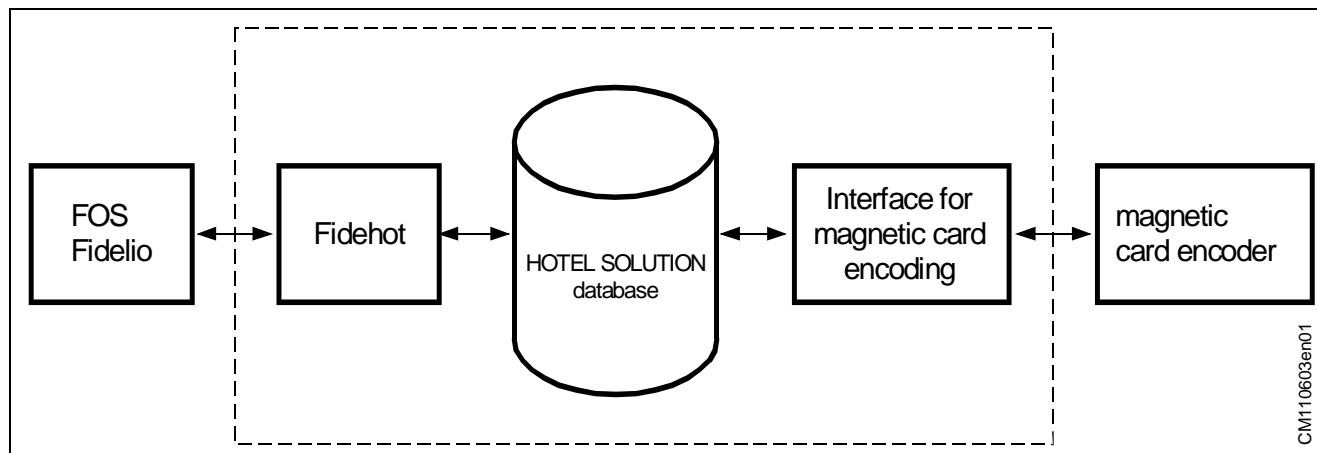


Fig. 4-1: Fidehot in conjunction with the other HOTEL SOLUTION components

Key	Term	Description
	FOS Fidelio	Micros-Fidelio Front Office System
	Fidehot	Connects the HOTEL SOLUTION database to the FIDELIO Front Office System
	HOTEL SOLUTION database	Contains all the data required for room control in rooms fitted with room controllers (RCUs)
	Magnetic card encoder interface	Links the HOTEL SOLUTION database to the magnetic card encoder
	Magnetic card encoder	Depends on the hotel installations

Communication between HOTEL SOLUTION and FIDELIO takes place via the serial port. Full duplex communications are used.

5 Further information

Documentation

[FIAS]

Interface Application Specification
Micros-Fidelio Software LLC Munich

[FIPS]

Interface Protocol Specification
Micros-Fidelio Software LLC Munich

Contact Fidelio

For further personal guide you can take over contact to our local Fidelio distributor:
<http://www.micros.com>.

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