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

<table>
<thead>
<tr>
<th>Terms and abbreviations</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>FOS</td>
<td>Front Office System&lt;br&gt;A software solution covering the commercial aspects of running a hotel</td>
</tr>
<tr>
<td>Tesakey</td>
<td>Link between the HOTEL SOLUTION database and the TESA access management system.</td>
</tr>
<tr>
<td>Key Client</td>
<td>Link between the HOTEL SOLUTION database and the HOTEL SOLUTION magnetic card encoder.</td>
</tr>
<tr>
<td>Datagram</td>
<td>Information is exchanged by means of datagrams (also referred to as &quot;records&quot;).</td>
</tr>
<tr>
<td>Fidehot</td>
<td>FIDELIO ⇔ HOTEL SOLUTION link</td>
</tr>
<tr>
<td>DB</td>
<td>The HOTEL SOLUTION database</td>
</tr>
<tr>
<td>RCU</td>
<td>Room controller (Room Controller Unit)&lt;br&gt;A device for control and monitoring of the building services equipment in a hotel room</td>
</tr>
</tbody>
</table>
## 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.

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

![Main menu for Fidehot link](image)

*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:

![Fig. 3-2: Fidehot link started successfully, without error messages](image)

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:

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).
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.

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.

Fig. 3-5: No connection to FOS

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.

Note
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.

![Automatic reconnect of FOS connection](image)

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>`.

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.

![Diagram showing the relationship between FOS Fidelio, Fidehot, HOTEL SOLUTION database, Interface for magnetic card encoding, and magnetic card encoder.]

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

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

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

| Documentation | Interface Application Specification  
|---------------|-------------------------------------
| [FIAS]        | 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:  