



Micros Fidelio Interface Version 3.2

Introduction

The Micros Fidelio Interface for **Maximiser** OS platforms provides connectivity to the popular Micros Fidelio Opera Property Management System (PMS) application. This document outlines the configuration required to enable this interface.

Enabling the FidelioApp

Telnet in to the Call Server.

You then need to add the following line to the file inittab.

In order to add the line, enter the following:

```
# cd /etc  
# vi inittab
```

Once you enter this command you will be in file editor mode (which will allow you to edit the file).

Using the arrow keys scroll down until you get to the following lines:

```
::respawn:/SpliceCom/AdminModule -dir /logs -logcalls -logcp  
::respawn:/SpliceCom/VoicemailApp -gk 127.0.0.1 -dir /SpliceCom -logcp  
::respawn:/SpliceCom/GatewayApp -gk 127.0.0.1 -dir /logs -logcp  
::respawn:/SpliceCom/CompressorApp -gk 127.0.0.1 -dir /logs -logcp  
::respawn:/SpliceCom/PhoneModule -gk 127.0.0.1 -dir /logs -logcp
```

NOTE:

The PhoneModule line does not appear on a 4100 Call Server.

The CompressorApp line only appears on a 5100 and 5108 Call Server.

You then need to add the following line below the others so they look like this:

```
::respawn:/SpliceCom/AdminModule -dir /logs -logcalls -logcp  
::respawn:/SpliceCom/VoicemailApp -gk 127.0.0.1 -dir /SpliceCom -logcp  
::respawn:/SpliceCom/GatewayApp -gk 127.0.0.1 -dir /logs -logcp  
::respawn:/SpliceCom/CompressorApp -gk 127.0.0.1 -dir /logs -logcp  
::respawn:/SpliceCom/PhoneModule -gk 127.0.0.1 -dir /logs -logcp  
::respawn:/SpliceCom/FidelioApp -cl 127.0.0.1:4001 -pms 192.168.0.2:5001 -username Manager -  
password managerpassword -dir /logs -log
```

In order to add the line, you need to position the cursor underneath the last line and press I.

Once you press I, you will see Insert at the bottom of the screen.

You can then type the line in.

Please be sure that you change 192.168.0.2:5001, to the IP Address of the Micros Fidelio Opera system and the port number that the application is looking out for. As a default SpliceCom specify 5001 for this port number, however, any port number used by the Micros Fidelio Opera application can be used.

Also notice on the same line that the entries for username and password must correspond to those used to log in to the web based **maximser** Manger interface. If the default username and password have been changed, please ensure that you enter them in on this line as well.

The following additional arguments are only required if you are using Vision.

-vs : IP Address of the Vision Server

-vu : Vision Manager login

-vp : Password for above Vision Manager login

Which would means the line would appear as:

```
::respawn:/SpliceCom/FidelioApp -cl 127.0.0.1:4001 -pms 192.168.0.2:5001 -username Manager -password managerpassword -dir /logs -log -vs 192.168.0.3 -vu vision@splicecom.com -vp password
```

Where:

192.168.0.3 : The IP Address of the Vision Server

vision@splicecom.com : The Vision Manager Username

password : the password for the above Vision Manager

Once you have added this line, type the following to save the changes and quit the editor;

:wq and then Return.

This will bring you back to the # prompt.

Running FidellioApp on the S8000 Soft PBX

If you wish to run the Fidellio application on an S8000 Soft PBX then there you need to ssh to the S8000 or open up the Terminal application on the machine. Then change to SpliceCom directory by doing:

```
cd /SpliceCom
```

Once in this directory you need to copy a file that enables the application, you can do this by doing the following command:

```
cp runfidellio.example runfidellio
```

This will create a copy of the run file which you can go edit. You need to vi the file by doing the following:

```
vi runfidellio
```

This will take you into the editor where you will see the following line:

```
ARGS "-cl 127.0.0.1:4001 -pms 192.168.9.79:5001 -username Manager -password managerpassword -dir /SpliceCom/logs -logcp -vs 192.168.5.218 -vu test@splicecom.com -vp test"
```

Press I for insert and change the setting accordingly. Once you have finished press Esc then :wq to write the file changes.

Restart the machine and the Fidellio app will now be running

Setting a Call Logging Password

Now log on to the CallServer via the Web interface.

Go to System.

Here you will find a field for the Call Logging Password.

Enter a password in this field.

NOTE:

A password must be entered - you cannot leave it blank.

Once this password has been entered please be sure to enter it on the SpliceLog Pro application if you want billing to work.

CallServer Configuration

On the CallServer users need an additional entry in the Spare1 telephone number which can be found under the Details tab for the User. Every User that is going to require billing will have to there extension number in the Spare1 Telephone Number field as well.

Setting Room Status

In order to set Room Status the following Dial Plan entries must be added to provide different actions and results.

Standard	*71	Dial	!Play:dirtyvacant.wav	Standard
Standard	*72	Dial	!Play:dirtyoccupied.wav	Standard
Standard	*73	Dial	!Play:cleanvacant.wav	Standard
Standard	*74	Dial	!Play:cleanoccupied.wav	Standard

This allows anyone to update Room Status of a specific room by dialing the appropriate Dial Plan entry from within the room.

The actual number match can be different but it must be set to those that Micros Fidelio Opera will recognise.

NOTE:

Ensure that you speak to the Micros Fidelio engineer to confirm that the Number Matches above correspond to those set in RS fields on Opera application.

The WAVS that will be played can be downloaded from the following link:

<http://max.splicecom.com/FidelioWavs.zip>

These files must be placed in the ftp directory on the Call Server and must not be re-named.

Troubleshooting

If you wish to see the log output from the Fidelio application on the Call Server;
Telnet on to the Call Server.
Enter the following command;

```
# cat /dev/emlog5
```

This will show you the output from the **maximiser** Fidelio Interface.

The log extract below shows the initial connectivity between the Call Server and the Micros Fidelio Opera application.

This is a good way to see if the Call Server has connected to the Fidelio application and if all the ports are open.

```
31/03/2009 14:00:35 0 Waiting for IP Address.....
31/03/2009 14:00:36 1020 Starting on Real Hardware...
Main process 0x400
31/03/2009 14:00:36 1020 Resources: mem=1900 (3260) L=99998 CB=0400 B=100,25,25,500
31/03/2009 14:00:36 1020 ----- Fidelio::FidelioTask Starting...
31/03/2009 14:00:36 1020 ----- Fidelio::FidelioTask::Startup - TLSTrigger...
31/03/2009 14:00:36 1020 FID: 0x8082bb4 DatabaseTask::DatabaseTask
31/03/2009 14:00:36 1020 ----- Fidelio::FidelioTCPConnection::FidelioTCPConnection
0x8083e04 Connected to socket on addr 127.0.0.1 port 4001
31/03/2009 14:00:36 1030 FID: 0x8082bb4 DatabaseTask::Main
31/03/2009 14:00:36 1030 ----- Fidelio::FidelioTCPConnection::FidelioTCPConnection
0x8084714 Connected to socket on addr 127.0.0.1 port 4008
31/03/2009 14:00:36 1030 ----- Fidelio::FidelioTCPConnection::FidelioTCPConnection 0x8085b4c
Connected to socket on addr 192.168.0.2 port 5001
31/03/2009 14:00:36 1030 8 AsyncSocket::Main connect() errno=111 to 192.168.0.2:5001 from
0.0.0.0:44641 RETRYING
31/03/2009 14:00:36 1030 8 AsyncSocket::Main connect() errno=111 to 192.168.0.2:5001 from
0.0.0.0:44641 FAILED
31/03/2009 14:00:36 1030 ----- Fidelio::FidelioTask Started
31/03/2009 14:00:36 1030 ----- Fidelio::FidelioTCPConnection::DisconnectIndication 0x8085b4c
for socket on addr 192.168.0.2 port 5001
31/03/2009 14:00:36 1030 ----- Fidelio::FidelioPMSLink::Event event Down
31/03/2009 14:00:36 1030 ----- Fidelio::Fidelio::LinkDown PMS connection lost
31/03/2009 14:00:37 1530 ----- Fidelio::Fidelio::LinkUp CallLogger connection established
31/03/2009 14:00:37 1530 ----- Fidelio::Fidelio::LinkUp CallLogger 2nd connection established
31/03/2009 14:00:38 2040 Resources: mem=9678 (24026) L=99945 CB=0400 B=100,25,25,500
31/03/2009 14:00:42 6130 ----- Fidelio::FidelioTCPConnection::FidelioTCPConnection
0x8085bd4 Connected to socket on addr 192.168.0.2 port 5001
```

The parts of the trace that in bold text are the lines you need to look for, as these are the ones that indicate that the connection has been successful.

NOTE:

192.168.0.2 is the IP Address of the Micros Fidelio Opera application.



SpliceCom

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