



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.

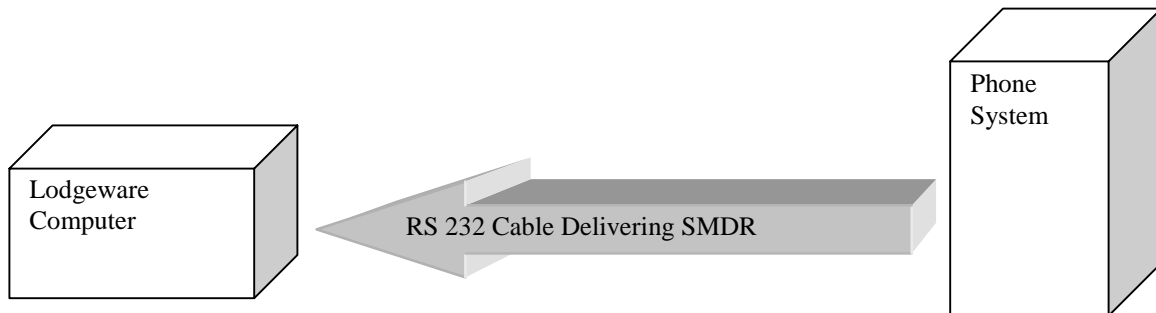


FIGURE 1 - RS 232 CABLE CONNECTING PHONE SYSTEM TO LODGEWARE COMPUTER



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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.

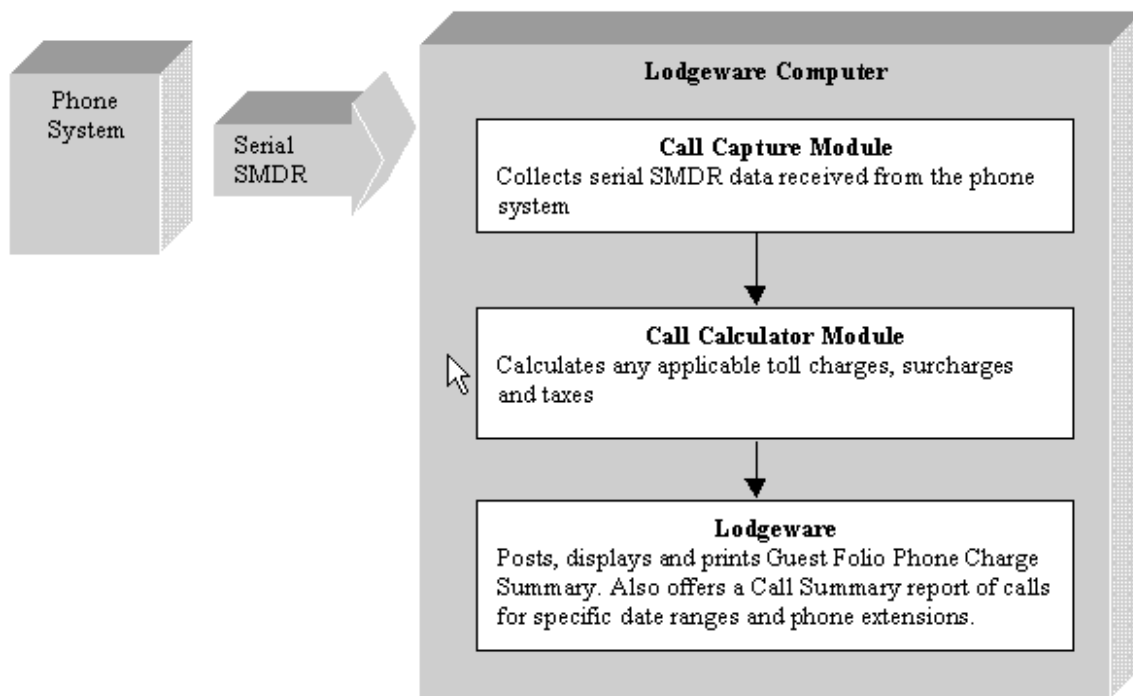


FIGURE 2 – Dynacall Operational Overview



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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