



Yeastar P-Series VoIP PBX / EasyLynq

**INSTALLATION AND CONFIGURATION
PROCEDURES**

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About this document

The primary audience for the remaining of this document is installation and support personnel.

It is hereafter assumed that the reader is familiar with the EasyLynq product and the Yeastar P-Series VoIP PBX system. Some of the information included in this document may not be accurate or may differ of the one found at a customer's location. For readability reasons, no indication is provided on how to reach the information in the enclosed pictures.

System requirements

The following tables show the minimum specifications of the EasyLynq computer for several configurations. If being used to support other applications, such as EasyLynq IVTS, these specifications may differ.

EasyLynq Enterprise / Server

Extensions	Intel processor	Memory	Storage	Windows type
100	i3 2.2 GHz	4 GB	60 GB	Workstation
500	i5 2.4 GHz	4 GB	100 GB	Workstation
1000	Xeon 2.2 GHz Quad Core	4 GB	160 GB	Server
5000	Dual Xeon 2.8 GHz Quad Core	8 GB	250 GB	Server

EasyLynq Hotel

Rooms	Intel processor	Memory	Storage	Windows type
100	i5 2.4 GHz	4 GB	80 GB	Workstation
300	i7 2.8 GHz	4 GB	120 GB	Workstation
500	Xeon 2.4 GHz Quad Core	4 GB	200 GB	Server
1000	Dual Xeon 2.8 GHz Quad Core	8 GB	250 GB	Server

EasyLynq is compatible with Windows XP SP3 / 2003 Server and more recent. It is certified for Windows 7, 8, 10 and Server 2012, 2016, 2019, 32 and 64 bits.

Conventions

The following special signs are used in this document to point out information that must be carefully read:



Warning: alerts about configuration details that may cause malfunctions or not work as expected.



Notice: indicates additional information as a reference.

The following chapter describes the main steps to set up EasyLynq and P-Series VoIP PBX for billing purposes both for EasyLynq Enterprise/Server and EasyLynq Hotel.

EasyLynq Office/Server integration

Operation overview

The implementation of call accounting requires the installation and configuration of a MySQL ODBC data source in the **PBXAgent** computer.

PBXAgent establishes an ODBC connection to **P-Series VoIP PBX** database, retrieves the call records data and stores them in its own database after processing.

CDRs are extracted from the database using the *uniqueid* field as the query filter.

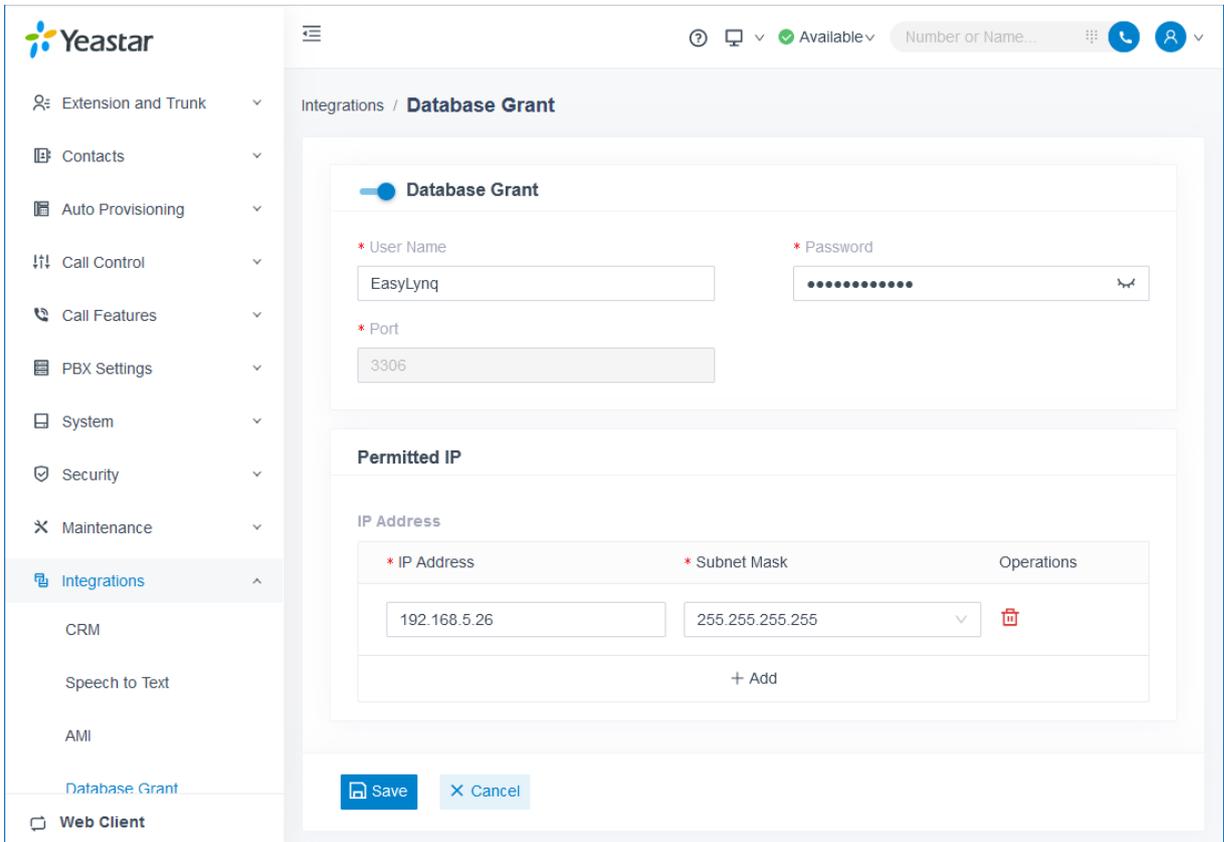
Call Data Records in MySQL database

The default name for the call records table is *cdr*.

Configuring the CDR database access in P-Series VoIP PBX

Start your favourite browser and login to P-Series VoIP PBX administration page.

Under **Integrations** > **Database Grant**, create an user, assign a password and set the IP address of the PBXAgent computer.



The screenshot displays the Yeastar administration interface. On the left is a navigation menu with categories like Extension and Trunk, Contacts, Auto Provisioning, Call Control, Call Features, PBX Settings, System, Security, Maintenance, Integrations, and Web Client. The 'Integrations' section is expanded, showing sub-items: CRM, Speech to Text, AMI, Database Grant, and Web Client. The main content area is titled 'Integrations / Database Grant'. It features a 'Database Grant' section with a toggle switch and three input fields: 'User Name' (containing 'EasyLynq'), 'Password' (masked with dots), and 'Port' (containing '3306'). Below this is a 'Permitted IP' section with a table for IP addresses. The table has columns for 'IP Address', 'Subnet Mask', and 'Operations'. One entry is shown with IP '192.168.5.26' and Subnet Mask '255.255.255.255'. There is a '+ Add' button at the bottom of the table. At the bottom of the form are 'Save' and 'Cancel' buttons.

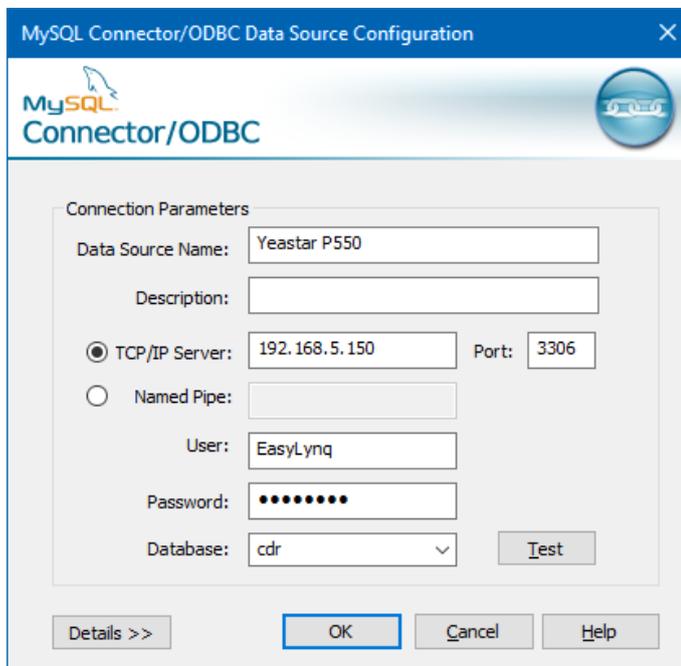
ODBC Data Source configuration

The Windows ODBC driver setup for MySQL database can be found at:
<https://dev.mysql.com/downloads/connector/odbc/3.51.html>

Download the appropriate driver: either 32-bit or 64-bit but it should match the version of PBXAgent. Double-click on the downloaded file and follow the instructions in order to install the driver.

Open **Control Panel** and go to **Administrative Tools > DataSources (ODBC)**. Select the tab **System DSN**, press the button **Add...**, select the **MySQL ODBC driver** and configure the connection.

The following picture shows a typical configuration. The parameters may vary according to the specific requirements of the installation. Make sure that the **User** and **Password** fields match those entered in P-Series VoIP PBX configuration (see previous chapter).



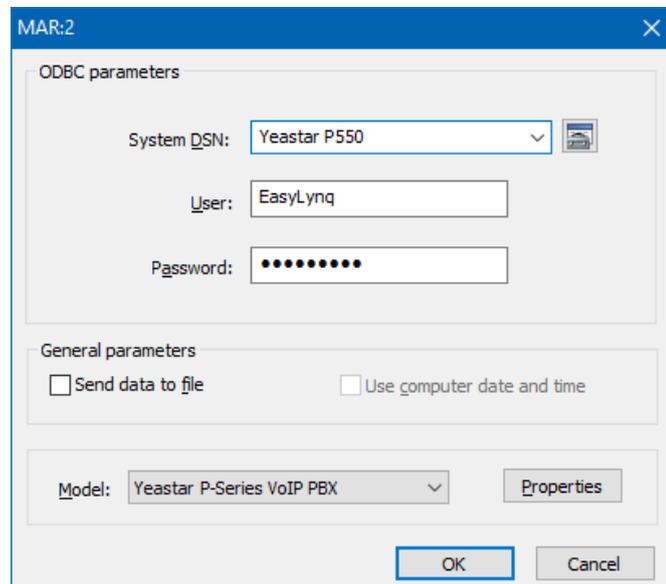
*If you've decided to install the 32-bit versions of both **MySQL** driver and **PBXAgent** on a 64-bit Windows, you must run the ODBC Data Source Administrator located in the folder `C:\Windows\SysWOW64` (`odbcad32.exe`).*

PBXAgent configuration

This chapter describes the required steps to configure **PBXAgent** in order to put the interface up and running.

ODBC connection parameters

1. Enter to the **PBXAgent** configuration window and go to the Interfaces tab.
2. Select an interface for editing. In case the Interface type window appears before you, select ODBC and click <OK>.
3. Change the Model, if required, to **Yeastar P-Series VoIP PBX**.
4. Enter the System DSN (or choose from the list), the user ID and password. These parameters must match those entered during the ODBC configuration.



The screenshot shows a dialog box titled "MAR:2" with a close button (X) in the top right corner. The dialog is divided into three sections:

- ODBC parameters:** This section contains three fields: "System DSN:" with a dropdown menu showing "Yeastar P550" and a small icon to its right; "User:" with a text box containing "EasyLynq"; and "Password:" with a text box containing ten black dots.
- General parameters:** This section contains two checkboxes: "Send data to file" (unchecked) and "Use computer date and time" (unchecked).
- Model:** This section contains a dropdown menu showing "Yeastar P-Series VoIP PBX" and a "Properties" button to its right.

At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

Press the **Properties** button.

Property page ODBC

Make sure the table name for billing data is **cdr**. The only permitted access mode is **Process only calls with 'uniqueid' greater than:**

The screenshot shows the 'Yeastar P-Series VoIP PBX - Properties' dialog box with the 'ODBC' tab selected. The 'General' sub-tab is active. Under 'Call detail records table', the 'Table:' dropdown is set to 'cdr'. In the 'Database records' section, the radio button for 'Process only calls with 'uniqueid' greater than:' is selected. The other options are 'Process and delete' and 'Process only calls terminated after:' (with a date of 2021-04-04 and time of 17:59:28). 'OK' and 'Cancel' buttons are at the bottom.

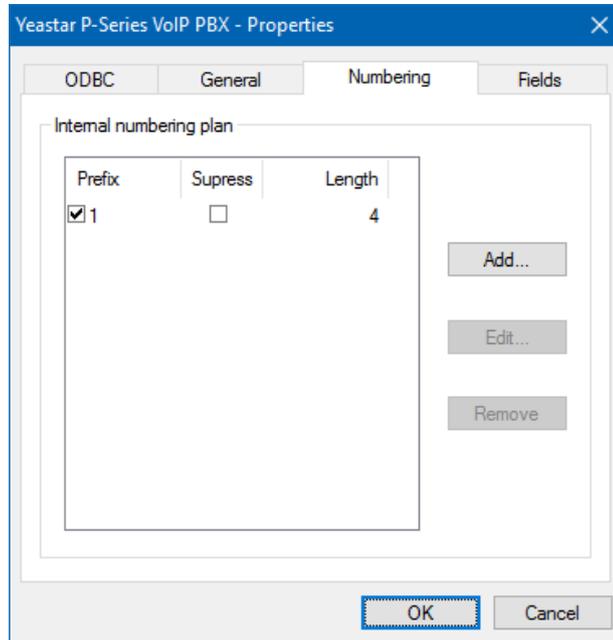
Property page General

Fill in the outward access prefixes table, if required. These prefixes will be stripped out of the dialled numbers on outgoing calls. If **P-Series VoIP PBX** is configured to allow outgoing calls using authorization codes, add those prefixes to the table and define the length of the authorisation code.

The screenshot shows the 'Yeastar P-Series VoIP PBX - Properties' dialog box with the 'General' tab selected. The 'Outgoing access codes' section contains an empty text input box, an 'Add ->' button, and a '<- Remove' button. The 'Authorisation code prefixes' section also contains an empty text input box, an 'Add ->' button, and a '<- Remove' button. Below this section, the 'Number of digits:' dropdown is set to '2'. 'OK' and 'Cancel' buttons are at the bottom.

Property page Numbering

Fill in the internal numbering plan table:

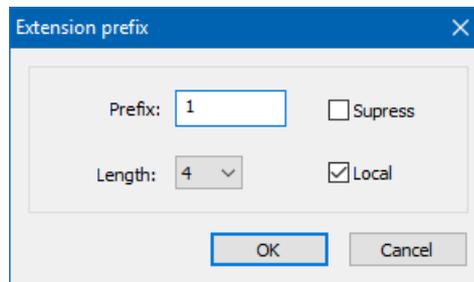


Prefix	Supress	Length
<input checked="" type="checkbox"/> 1	<input type="checkbox"/>	4

Buttons: Add..., Edit..., Remove

Buttons: OK, Cancel

Enter each and every prefix of the internal extensions, specifying the exact length of the extension and whether you want to remove the prefix.



Prefix: 1 Supress

Length: 4 Local

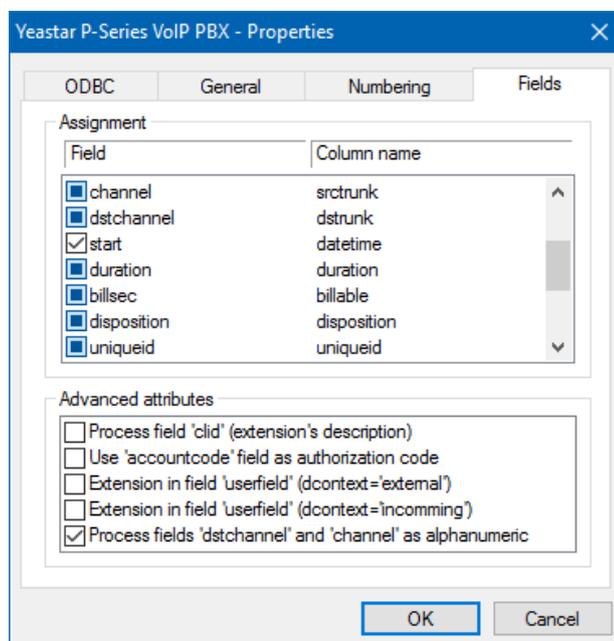
Buttons: OK, Cancel



*On a multi-PBX scenario, remove the check mark on **Local** for prefixes belonging to extensions in remote equipments in order to prevent duplication of internal call records across the voice network.*

Property page Fields

In the **Fields** tab, adjust the column name for each field in the **cdr** table and the attributes table. This operation is for advanced use and usually not required, you should leave the default configuration.



Advanced attributes:

- **Process field 'clid' (extension's description)**
Check whenever you want EasyLynq to retrieve the extension's description from the call detail record.
- **Use 'accountcode' field as authorization code**
Check to change the way EasyLynq should process this field.
- **Extension in field 'userfield' (dcontext='external')**
Check whenever the extension number must be retrieved from 'userfield' on outgoing calls. The 'dcontext' field must carry the value 'external' in these cases.
- **Process fields 'dstchannel' and 'channel' as alphanumeric**
Check this attribute in order to reduce the number of channels created by EasyLynq.



*It is strongly recommended that you check the attribute **Process fields 'dstchannel' and 'channel' as alphanumeric** in order to prevent EasyLynq from creating a huge number of channels in its database.*

Validate the configuration. In the **Interfaces** tab of the main window, select the **P-Series VoIP PBX** interface and press **Monitoring**. Check for the proper configuration of the database connection and watch the call records flowing.

EasyLynq Hotel integration

Operation overview

The **AMI Hospitality Service** is available starting on **P-Series VoIP PBX** version 30.3.0.35 and hosted on all subsequent platforms.

P-Series VoIP PBX AMI interface implements the following basic services:

- Check-in, with the assignment of the guest's name and language to the room phone sets and permission for outward access.
- Check-out, with restriction for establishing outgoing calls to PSTN.
- Do Not Disturb service.
- Message Waiting Indicator, to signal new voice mail messages and written messages at the hotel reception.

EasyLynq SIP Messaging interface extends the hospitality service to a higher level, adding the following features:

- Full wake-up service (set / cancel / change / answer control), in nine languages.
- Room-status.
- Minibar/Laundry posting.

EasyLynq IVTS Hotel can replace **SIP Messaging** and adds advanced functionality such as voice mail in 9 languages for guests and staff, Text-To-Speech and much more.



*For the sake of simplicity, only the configuration for **SIP Messaging** is explained in this chapter. The same steps also apply to **IVTS**.*

P-Series VoIP PBX configuration

Start your favourite browser and login to **P-Series VoIP PBX** administration page.

Enable AMI connectivity

Navigate to **Integrations > AMI**. Enable AMI and define an user and password.

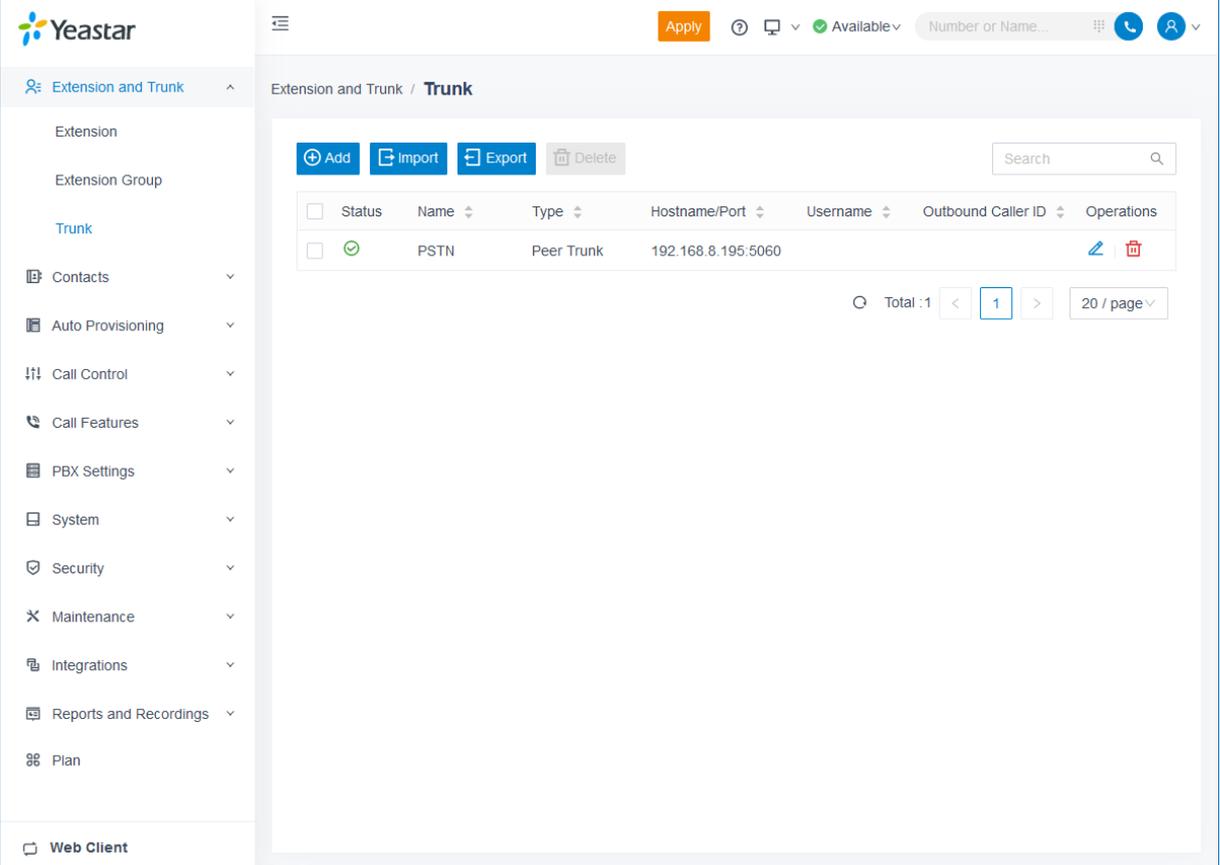
The screenshot displays the Yeastar administration interface for configuring AMI. The left sidebar lists various system settings, with 'Integrations' expanded to show 'AMI'. The main panel is titled 'Integrations / AMI' and features a toggle switch for 'AMI' which is turned on. Below this, there are three input fields: 'Username' (containing '8V9nFM7Z'), 'Password' (masked with dots), and 'Port' (containing '5038'). A 'Permitted IP' section follows, containing a table with columns for 'IP Address', 'Subnet Mask', and 'Operations'. The table has one row with '192.168.5.26' and '255.255.255.255'. A '+ Add' button is located below the table. At the bottom of the configuration area are 'Save' and 'Cancel' buttons.



*For security reasons, assign the IP address of the **PBXAgent** computer as the only permitted client.*

SIP trunk configuration for SIP Messaging and IVTS

Navigate to **Extension and Trunk > Trunk**.



The screenshot displays the Yeastar web interface. The left sidebar shows the navigation menu with 'Extension and Trunk' selected. The main content area is titled 'Extension and Trunk / Trunk'. At the top of the main area, there are buttons for 'Add', 'Import', 'Export', and 'Delete', along with a search bar. Below this is a table with the following columns: Status, Name, Type, Hostname/Port, Username, Outbound Caller ID, and Operations. The table contains one row with the following data: Status (checked), Name (PSTN), Type (Peer Trunk), Hostname/Port (192.168.8.195:5060), and Operations (edit and delete icons). At the bottom of the table, there is a pagination control showing 'Total : 1' and '20 / page'.

Press the button **Add**.

In the tab **Basic**, enter the IP address of the **PBXAgent** computer in the **Hostname/IP** field. Adjust the other parameters according to the picture below.

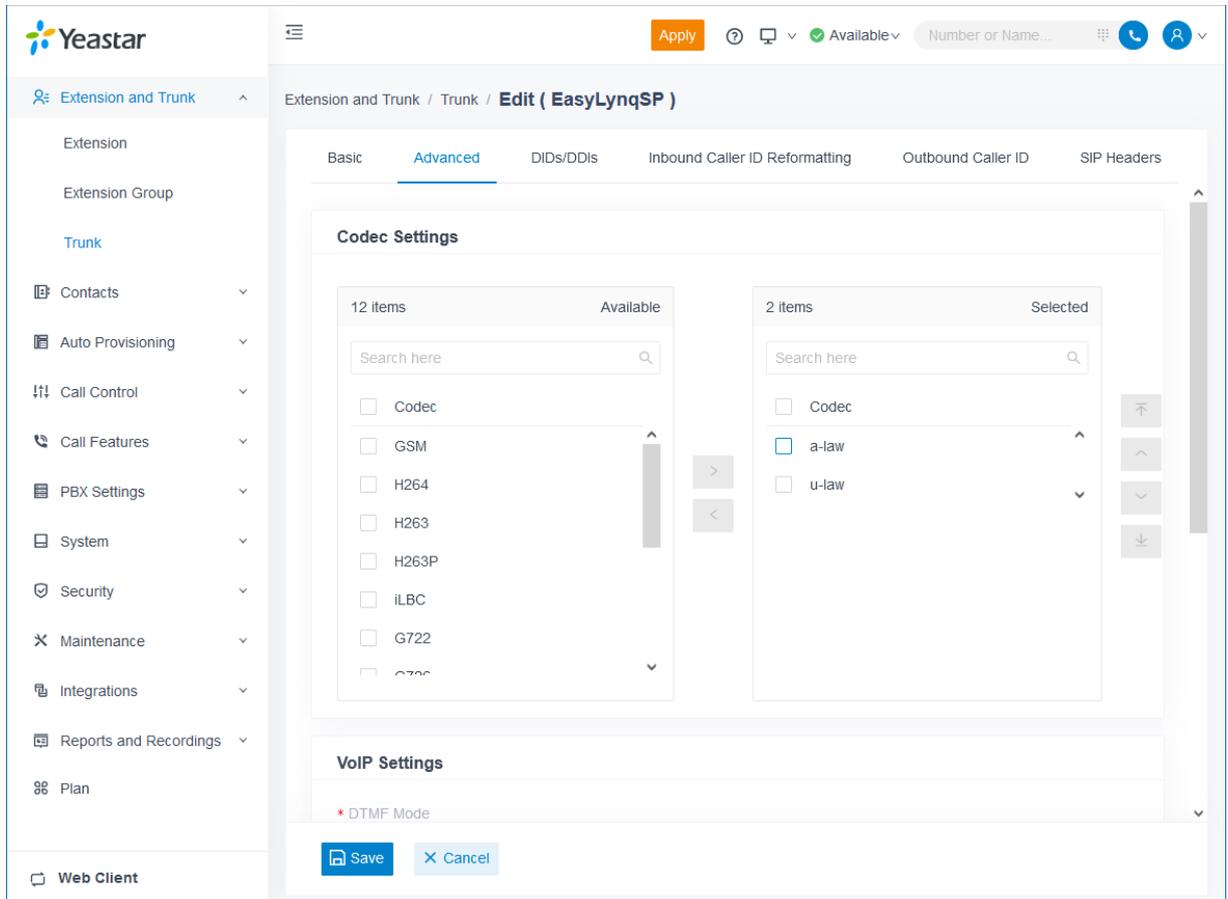
The screenshot displays the Yeastar web interface for configuring a Trunk. The left sidebar shows the navigation menu with 'Trunk' selected. The main content area is titled 'Extension and Trunk / Trunk / Edit (EasyLynqSP)'. The 'Basic' tab is active, showing the following configuration fields:

- Name:** EasyLynqSP
- Trunk Status:** Enabled
- Select ITSP Template:** General
- Detailed Configuration:**
 - Trunk Type:** Peer Trunk
 - Transport:** UDP
 - Hostname/IP:** 192.168.5.26
 - Port:** 5060
 - Domain:** 192.168.5.26

At the bottom of the configuration area, there are 'Save' and 'Cancel' buttons.

Select the tab **Advanced**.

In section **Codec Settings**, make sure the codecs **G711 a-Law** and **u-Law** are selected.



Scroll down to section **VoIP Settings**. The value of **Maximum Concurrent Calls** must be set to the number of allowed simultaneous conversations as defined in the EasyLynq license.

The screenshot displays the Yeastar web interface for editing a trunk. The left sidebar shows the navigation menu with 'Trunk' selected. The main content area is titled 'Edit (EasyLynqSP)' and has tabs for 'Basic', 'Advanced', 'DIDs/DDIs', 'Inbound Caller ID Reformatting', 'Outbound Caller ID', and 'SIP Headers'. The 'Advanced' tab is active, showing the 'VoIP Settings' section. In this section, 'DTMF Mode' is set to 'RFC4733 (RFC2833)', 'Qualify' is checked, and 'Enable SRTP', 'T.38 Support', and 'Inband Progress' are unchecked. Below this is the 'Call Restriction' section, where 'Call Restriction Type' is set to 'Outbound Call' and 'Maximum Concurrent Calls' is set to '10'. At the bottom of the form are 'Save' and 'Cancel' buttons.

Press the **Save** button, followed by **Apply**.

Navigate to **Call Control > Outbound Route**.

The screenshot shows the Yeastar web interface. On the left is a sidebar with navigation options: Extension and Trunk, Contacts, Auto Provisioning, Call Control (expanded), Inbound Route, Outbound Route, Business Hours and Holidays, Emergency Number, Call Features, PBX Settings, System, Security, Maintenance, Integrations, Reports and Recordings, Plan, and Web Client. The main content area is titled 'Call Control / Outbound Route'. At the top right of this area are buttons for 'Add', 'Import', 'Export', and 'Delete', along with a search bar. Below this is a table with the following columns: Name, Outbound Caller ID, Dial Pattern, Trunk, Extension/Group, Move, and Operations. The table contains two rows:

Name	Outbound Caller ID	Dial Pattern	Trunk	Extension/Group	Move	Operations
Default_...		X	1111	1056-Jeff... 1057-1057 ...	↑ ↓ ↶ ↷	✎ 🗑️
Routeout		X	PSTN	1021-Bray... 1004-Andr...	↑ ↓ ↶ ↷	✎ 🗑️

At the bottom right of the table area, there is a pagination control showing 'Total: 2', a page number '1' in a box, and '20 / page'.

Press the button **Add**.

Create an outbound route as shown in the pictures below.

Add an appropriate **Dial Pattern**.

The screenshot displays the Yeastar web interface for adding a new outbound route. The left sidebar shows the navigation menu with 'Call Control' expanded. The main content area is titled 'Call Control / Outbound Route / Add' and contains three sections: 'General', 'Dial Pattern', and 'Trunk'.

General Section:

- Name:** EasyLynq
- Outbound Caller ID:** (empty field)

Dial Pattern Section:

Dial Matching Settings

* Pattern	Strip	Prepend	Operations
8.	1		

+ Add

Trunk Section:

- Available:** 6 items. Search field: Search here. Columns: Name, Trunk Type.
- Selected:** 1 item. Search field: Search here. Columns: Name, Trunk Type.

Buttons: Save, Cancel

Scroll down to section **Trunk**. Make sure the previously created trunk is added to the group **Selected**.

The screenshot shows the Yeastar web interface for configuring an Outbound Route. The left sidebar contains a navigation menu with categories like 'Extension and Trunk', 'Call Control', and 'System'. The main content area is titled 'Call Control / Outbound Route / Add'. It features a 'Trunk' configuration section with two columns: 'Available' and 'Selected'. The 'Available' column lists one item with 'Name' and 'Trunk Type' (Peer Trunk). The 'Selected' column lists one item with 'Name' and 'Trunk Type' (Peer Trunk). Below the columns are fields for 'Outbound Route Password' (set to 'Disable') and 'Rmemory Hunt' (unchecked). At the bottom are 'Save' and 'Cancel' buttons.

Scroll down to section **Extension / Extension Group**. Add all room extensions to group **Selected**.

The screenshot shows the Yeastar web interface for configuring an Outbound Route. The left sidebar contains a navigation menu with categories like 'Extension and Trunk', 'Call Control', and 'PBX Settings'. The main content area is titled 'Call Control / Outbound Route / Add'. It features two columns for selecting extensions: 'Available' (33 items) and 'Selected' (90 items). The 'Available' column lists extension groups such as 'Laruslar telecomm...', 'Europe team', 'IP PBX Support', 'Kona Computer ...', 'Diversified Teleco...', 'Joseph-test', and 'sfjioj'. The 'Selected' column lists individual extensions with numbers and names, including '1000 Evelyn Admin', '1001 Shawn', '1002 1002 Bella', '1003 1003 User-bella', '1004 Andre Silva', and '1005 Ann'. Below these columns is a 'Time Condition' section with a dropdown menu set to 'Always'. At the bottom, there are 'Save' and 'Cancel' buttons.

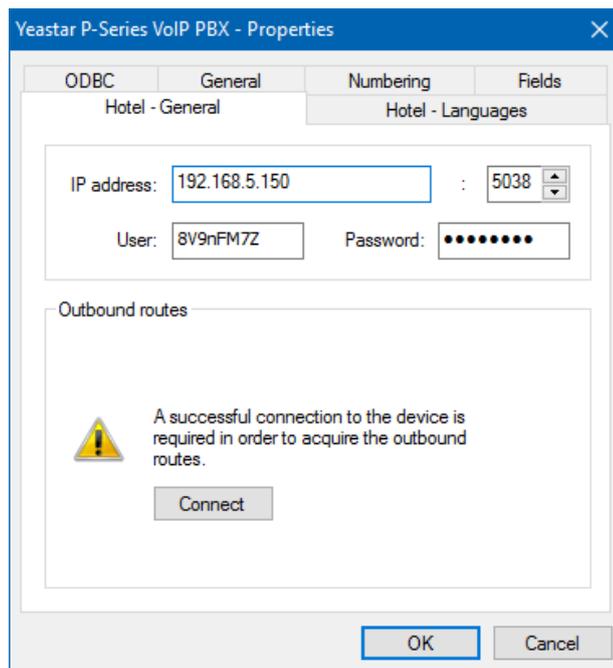
Press the **Save** button, followed by **Apply**.

PBXAgent configuration for P-Series VoIP PBX Hotel interface

When running in Hotel mode, PBXAgent provides two additional property pages.

Property page Hotel - General

Enter the IP address of **P-Series VoIP PBX**, do not change the default port 5038. The **User** and **Password** fields must match those of the AMI settings (see chapter [Enable AMI connectivity](#)). Press the button **Connect** when done in order to acquire the outbound routes.



The screenshot shows a Windows-style dialog box titled "Yeastar P-Series VoIP PBX - Properties". It has four tabs: "ODBC", "General", "Numbering", and "Fields". The "General" tab is active, showing "Hotel - General" and "Hotel - Languages" sub-tabs. The "Hotel - General" sub-tab is selected. The dialog contains the following fields and controls:

- IP address:** A text box containing "192.168.5.150" followed by a colon and a spinner box containing "5038".
- User:** A text box containing "8V9nFM7Z".
- Password:** A text box containing ten black dots.
- Outbound routes:** A large empty text area.
- Warning:** A yellow warning triangle icon followed by the text: "A successful connection to the device is required in order to acquire the outbound routes."
- Connect:** A button located below the warning message.
- OK:** A button at the bottom right of the dialog.
- Cancel:** A button at the bottom right of the dialog, to the right of the OK button.



The connection must be established in order to define the outbound routes that shall be assigned on a guest check-in and removed on check-out.



***P-Series** may report a special route named **Default_Outbound_Route**. This is a system route and cannot be unassigned.*

After a successful connection, the aspect of the property page is changed. Check the appropriate outbound routes for PSTN and mobile gateways in the **Check In** group.

The screenshot shows the 'Yeastar P-Series VoIP PBX - Properties' dialog box with the 'Hotel - Languages' tab selected. The 'Outbound routes' section is expanded, showing two columns: 'Check Out' and 'Check In'. Under 'Check Out', the checkboxes for 'Default_Outbound_Route' and 'EasyLynq' are checked, while 'Routeout' is unchecked. Under 'Check In', the checkboxes for 'Default_Outbound_Route', 'EasyLynq', and 'Routeout' are all checked. Other fields include 'IP address: 192.168.5.150', 'Port: 5038', 'User: 8V9nFM7Z', and a masked password.



*Make sure to enable access to the SIP trunk for SIP Messaging or IVTS both in the **Check Out** and **Check in** groups otherwise the housekeeping staff will not be able to change room-status or post minibar/laundry articles. Unchecking **Default_Outbound_Route** has no effect.*

Property page Hotel - Languages

Assign each EasyLynq language to the corresponding **ILang** code.

The screenshot shows the 'Yeastar P-Series VoIP PBX - Properties' dialog box with the 'Hotel - Languages' tab selected. The 'Language codes assignment' section is expanded, showing a table with two columns: 'Language' and 'ILang'. The table lists the following languages and their corresponding ILang codes: Dutch (NL), English (UK), French (FR), German (DE), Portuguese (PT), and Spanish (ES). Below the table, the checkbox 'Add language code to guest name' is checked.

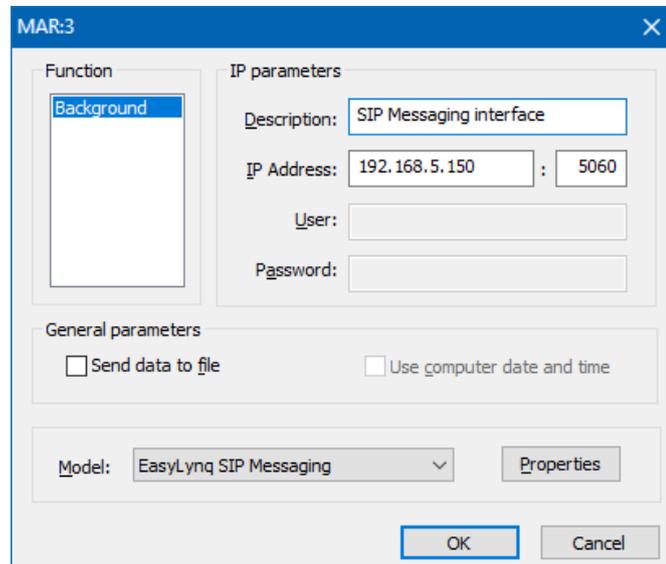
Language	ILang
Dutch	NL
English	UK
French	FR
German	DE
Portuguese	PT
Spanish	ES

PBXAgent configuration for P-Series VoIP PBX SIP route

This chapter describes the steps to configure the **EasyLynq SIP Messaging** interface on **PBXAgent**. The same steps also apply to IVTS Hotel.

SIP connection parameters

1. Enter to the **PBXAgent** configuration window and go to the Interfaces tab.
2. Select an interface for editing. In case the Interface type window appears before you, select TCP/IP and click <OK>.
3. Change the Model, if required, to **EasyLynq SIP Messaging**.
4. Enter an optional description of the interface, the IP address and the SIP port number of the **P-Series VoIP PBX**.



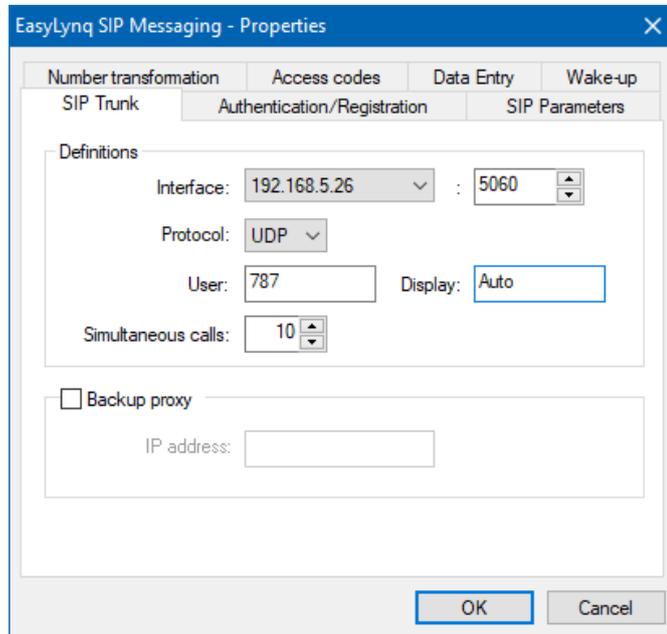
The screenshot shows a configuration window titled "MAR:3" with a close button (X) in the top right corner. The window is divided into several sections:

- Function:** A list box containing "Background".
- IP parameters:** A section containing:
 - Description:** A text box with "SIP Messaging interface".
 - IP Address:** A text box with "192.168.5.150" followed by a colon and a port number box with "5060".
 - User:** An empty text box.
 - Password:** An empty text box.
- General parameters:** A section containing two checkboxes:
 - Send data to file
 - Use computer date and time
- Model:** A dropdown menu currently showing "EasyLynq SIP Messaging".
- Properties:** A button next to the Model dropdown.
- OK** and **Cancel** buttons at the bottom.

Press the button **Properties** in order to enter in the advanced configuration of this interface.

Property page SIP Trunk

Select the appropriate interface (if more than 1 NIC is installed on the computer) and adjust the number of allowed simultaneous calls to the maximum value permitted by the EasyLynq license. You may also want to modify the **User** and **Display** fields.



The screenshot shows the 'EasyLynq SIP Messaging - Properties' dialog box with the 'SIP Parameters' tab selected. The 'Definitions' section contains the following fields:

- Interface: 192.168.5.26 (dropdown menu)
- Port: 5060 (spin box)
- Protocol: UDP (dropdown menu)
- User: 787 (text box)
- Display: Auto (text box)
- Simultaneous calls: 10 (spin box)

Below the definitions is a checkbox for 'Backup proxy' which is unchecked, and an empty 'IP address' text box. At the bottom right are 'OK' and 'Cancel' buttons.

Property page Authentication/Registration



*This property page requires extra licensing and may not be available. Please contact us if you think it may be necessary for a specific installation of **P-Series**.*

If you leave the fields **Name** and **Password** empty, authentication will not be used.

The screenshot shows the 'EasyLynq SIP Messaging - Properties' dialog box with the 'Authentication/Registration' tab selected. The 'Authentication' section contains two text input fields: 'Name:' and 'Password:'. Below this, there is a checkbox labeled 'Use registration'. Underneath the checkbox is a 'Register expiration:' field with a spinner set to '120' and the unit 'seconds'. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Property page SIP Parameters

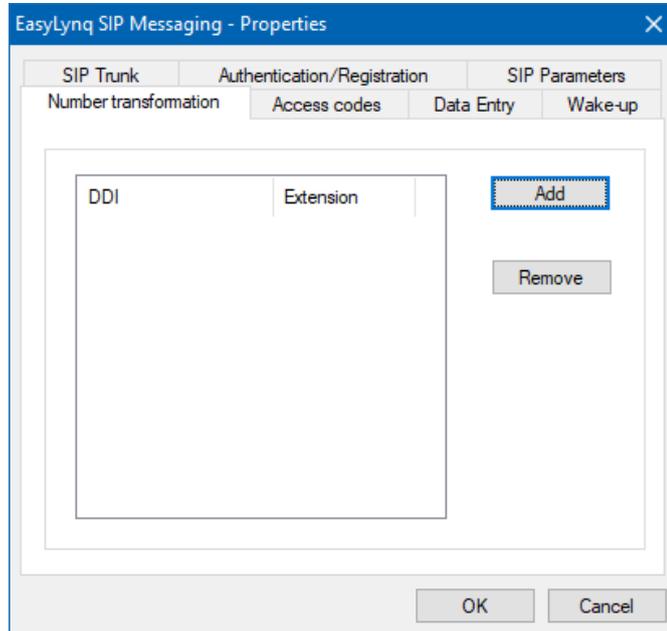
In general, you don't need to change the default parameters of this page.

The screenshot shows the 'EasyLynq SIP Messaging - Properties' dialog box with the 'SIP Parameters' tab selected. The 'DTMF method:' is set to 'Auto' and 'Payload Type:' is set to '101'. There are checkboxes for 'Use display name as caller ID' and 'SIP notifications'. Under 'SIP notifications', there is a checkbox for 'Update every' with a spinner set to '5' and the unit 'min.'. The 'Codecs' section contains a table with two rows: 'G.711 A-Law' (checked) and 'G.711 u-Law' (unchecked), both with a 'Frame (ms)' of 30. The 'RTP ports' section has 'From:' set to 40000 and 'to:' set to 41000. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Codec	Frame (ms)
<input checked="" type="checkbox"/> G.711 A-Law	30
<input type="checkbox"/> G.711 u-Law	30

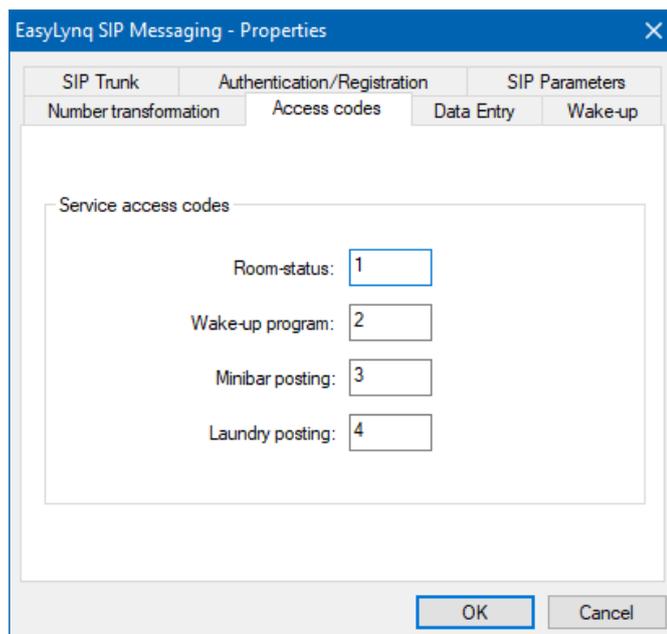
Property page Number transformation

In general, you don't need to add any rules for number transformation.



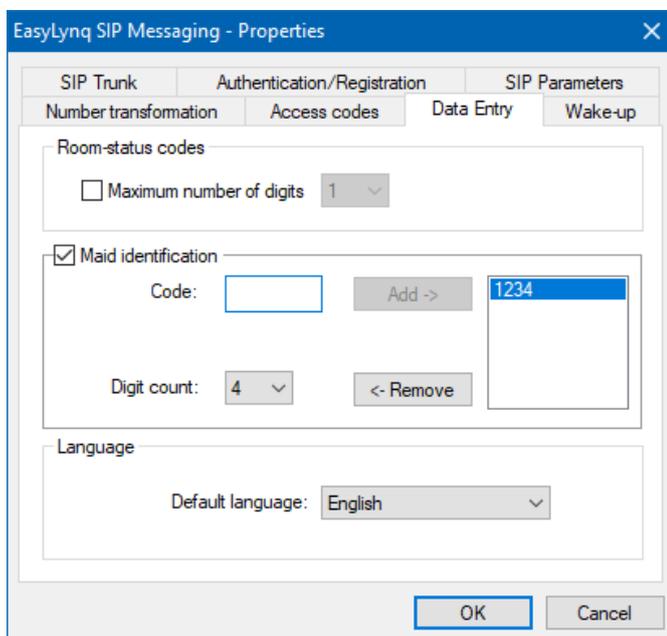
Property page Access codes

Enter the digits to access the various services. For a better understanding of the meaning of these digits, please refer to chapters [Examples of room-status and minibar posting](#) and [Wake-up programming at the phone set](#).



Property page Data Entry

Adjust these parameters accordingly.



The screenshot shows the 'EasyLynq SIP Messaging - Properties' dialog box with the 'Data Entry' tab selected. The dialog has three main sections: 'Room-status codes', 'Maid identification', and 'Language'. In the 'Room-status codes' section, there is a checkbox for 'Maximum number of digits' which is unchecked, and a dropdown menu set to '1'. In the 'Maid identification' section, the 'Maid identification' checkbox is checked. Below it, there is a 'Code:' input field, an 'Add ->' button, and a list box containing '1234'. Below the list box, there is a 'Digit count:' dropdown menu set to '4' and a '<- Remove' button. In the 'Language' section, there is a 'Default language:' dropdown menu set to 'English'. At the bottom right, there are 'OK' and 'Cancel' buttons.



It is highly recommended to use maid identification in order to prevent the housekeeping services to be accidentally accessed by the guest.



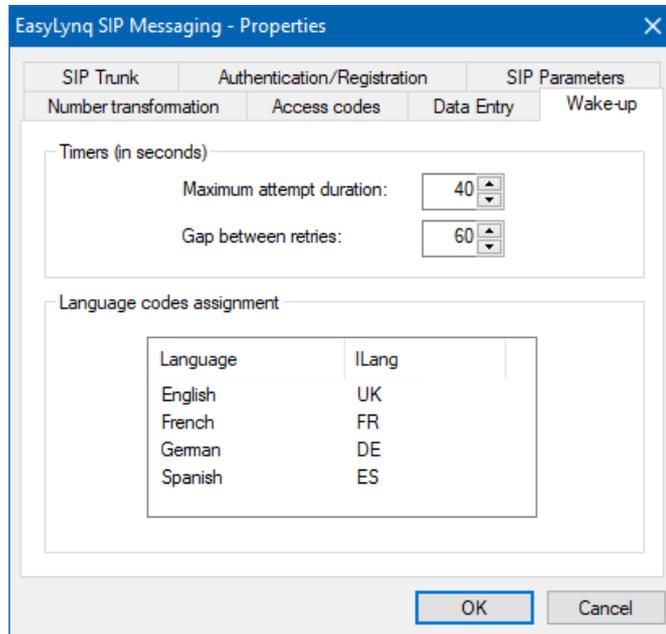
The assignment of a maid ID to each attendant may also help the hotel management to control room access and the time spent making the room.



*If the number of digits for every room-status code is the same, you may choose to set the value **Maximum number of digits**. This will slightly ease the input by the housekeeping staff since it is no longer required to dial the validation digit (see chapter [Examples of room-status and minibar posting](#)).*

Property page Wake-up

Adjust the wake-up timings accordingly and assign the EasyLynq languages to the supported voice messages.



Language	ILang
English	UK
French	FR
German	DE
Spanish	ES

Timers (in seconds)

- **Maximum attempt duration:** time interval the phone is rung before giving up.
- **Gap between attempts:** time interval before trying again.



The number of attempts is configured in the complex properties at the EasyLynq administration console.

Language codes assignment: this table sets the correlation between the EasyLynq languages and the installed voice languages.



The EasyLynq languages (System Administration) and the SIP Messaging interface (Interfaces Configuration) must have been previously configured at the EasyLynq administration console otherwise this table displays empty.

Examples of room-status and minibar posting

The following examples assume the digit **8** as the access code for the EasyLynq SIP trunk.

Room-status input, according to the previous snap-shots:

Operation	Digits	Comment / voice message
Maid lifts the handset		
Maid dials SIP trunk access code plus "Room-status" service code	8 1 SEND	"Room-status. Access code."
Maid dials an invalid ID	4 4 4 4	"Code rejected. Access code."
Maid dials ID again	1 2 3 4	"Code accepted."
Maid dials room-status code	5	
Maid dials validation digit *	#	"Code accepted."
Maid hangs up		Room changes to status PBX code 5

* may not be required, see chapter [Property page Data Entry](#).

Example of minibar posting:

Operation	Digits	Comment / voice message
Maid lifts the handset		
Maid dials SIP trunk access code plus "Minibar" service code	8 3 SEND	"Minibar. Access code."
Maid dials a valid ID	1 2 3 4	"Code accepted."
Maid dials article code	5 4 1	Code for article #1
Maid dials intermediate digit	*	"Code accepted."
Maid dials article code	2 7 4	No such article
Maid dials intermediate digit	*	"Code rejected."
Maid dials article code	2 7 5	Code for article #2
Maid dials termination digit	#	"Code accepted."
Maid hangs up		2 articles are charged to the room

Wake-up programming at the phone set

This chapter presents several voice messages and exemplify how to mark, modify and cancel an automatic wake-up service using the interactive voice response system of EasyLynq.

Wake-up times must be entered in 24 hour format and refer to a time in the next 24 hour period. The following examples assume the digit **8** as the access code for the EasyLynq SIP trunk.

a) Wake-up mark (no wake-up is set)

Guest lifts the handset		
Guest dials SIP trunk access code plus "Wake-up" code	8 2 SEND	"Welcome to the automatic awakening call service. Please enter the time for the awakening call in 24 hour clock notation."
Guest dials	0 7 1 5	"Your awakening call has now been set."
Guest hangs up		

b) Wake-up modification

Guest lifts the handset		
Guest dials SIP trunk access code plus "Wake-up" code	8 2 SEND	"Welcome to the automatic awakening call service. You have a service for awakening set for 7 hours and 15 minutes. Press 1 to modify this call or press 3 to delete it."
Guest dials	1	"Please enter the time for the awakening call in 24 hour clock notation."
Guest dials	0 7 3 0	"Your awakening call has now been set."
Guest hangs up		

c) Wake-up cancellation

Guest lifts the handset		
Guest dials SIP trunk access code plus "Wake-up" code	8 2 SEND	"Welcome to the automatic awakening call service. You have a service for awakening set for 7 hours and 30 minutes. Press 1 to modify this call or press 3 to delete it."
Guest dials	3	"Your awakening call has been deleted."
Guest hangs up		

d) Wake-up answer

Room phone rings		
Guest lifts the handset		"This is an awakening call. Please hang up."
Guest hangs up		