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# Internet for Guests

## Configure Interfaces

1.0.0

English

Software Version V 3.8.3876 or newer

21.07.2011



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## 1. PMS

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### 1.1 Introduction

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PMS (Property Management System - front office systems for hotels, cruisers, etc.) allows guests to choose from predefined Internet packages and book their Internet usage automatically to their room bill. The settings are defined by your PMS IT partner. This module can be activated in the menu **Modules/Interfaces** on your **WebAdmin** website.



In order to be able to use the PMS interface, this must be licensed separately. The moreover you need to have a module from the respective manufacturer.



In addition for the use of this module the field for Room Logon must be activated in the menu **Customer registration/Design** on your **WebAdmin** website.



When you use the PMS module do not forget to enable at least one ticket template for PMS use!

## 1.2 Settings

As soon as you activate the module in the menu **Modules/Interfaces** on your **WebAdmin** website, the following configuration menu opens. The fields can vary depending upon PMS type.

### PMS

Status:	<input checked="" type="checkbox"/> Licensed		
Service:	<input checked="" type="checkbox"/> Service running	<input type="button" value="Deactivate"/>	
Server:	<input checked="" type="checkbox"/> Connected		
Type:	Micros Fidelio Front Office NG IFWW4.1 ▼		
Character set:	Please select ▼		
IP Address:	127.0.0.1	Port:	9099
Authentication:	Please select ▼	VIP / Membership:	None ▼
Verify:	Full name ▼	Verify parts:	All ▼
Verify characters:	8	No charge mode:	<input type="checkbox"/>
Location caption:	Default ▼	Room caption:	Default ▼
Name caption:	Last name ▼	Date caption:	Date of birth ▼
PIN caption:	Default ▼		
	<input type="button" value="Save"/>		

Value	Description
<b>Type</b>	Select PMS Type
<b>Character set</b>	PMS server character set
<b>IP Address</b>	IP Address of PMS server
<b>Port</b>	Port on which PMS server is listening for connections
<b>Authentication</b>	Select values that are used for PMS user authentication
<b>VIP / Membership</b>	Additional setting to distinguish between „standard“ guests and VIP guests (under point 1.2.1 and 1.2.2 it is described more exactly)
<b>Verify</b>	Select values that are verified for authentication
<b>Verify characters</b>	Select how many of the entered characters need to match with the name in the database to permit access
<b>Verify parts</b>	Select how many of the entered character strings for the Authentication to be examined (under point 1.2.2 examination character strings it is described more exactly)
<b>No charge mode</b>	When checked, users will get free internet access after successful PMS authentication
<b>Caption</b>	Define custom captions on login page

### 1.2.1 VIP/Membership: VIP Guest – No charge mode

This option permits an additional distinction between „standard“ guests and VIP guests. If “VIP Guest – No charge mode” is set, a new field **VIP Templates** appears in the menu **Tickets/Templates**. For all guests, who are assigned to this PMS status, the settings in this field are valid.

#### VIP Templates

Name:	VIP1	Description:	VIP Template for PMS
Ticket Limit:	<input type="text"/> MB <input checked="" type="checkbox"/> unlimited	Max Download Bandwidth:	Default <input type="text"/> kBit/s
Max Idle Time:	720 minutes	Max Upload Bandwidth:	Default <input type="text"/> kBit/s
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			

Here now the following settings can be made:

Value	Description
<b>Name</b>	Name of the VIP Template
<b>Description</b>	Short description of the VIP Template
<b>Ticket Limit</b>	Here a ticket limit for the amount of data downloaded can be set. You can also set this option unlimited.
<b>Max. Idle Time</b>	Duration in minutes, after inactive devices (no network activity) are logged out automatically
<b>Max. Download Bandwidth</b>	Setting for the max. download Bandwidth of the VIP user
<b>Max. Upload Bandwidth</b>	Setting for the max. upload Bandwidth of the VIP user

### 1.2.2 VIP/Membership: Use VIP / Membership group mapping

If “Use VIP / Membership group mapping” is set, a new field **Groups** appears in the menu **Tickets/Templates**. This feature is not supported by all PMS Interfaces.


#### Groups

Status:	<input checked="" type="checkbox"/>	<input type="button" value="Deactivate"/>
<input type="button" value="Create"/>		
Name	Description	

Here you can create certain VIP groups. This makes it possible to assign different ticket templates to the various PMS groups (e.g.: different prices for Gold Members, Platinum Members).

If you click on „Create“, a new field appears in which you can define new groups.

### Group - New



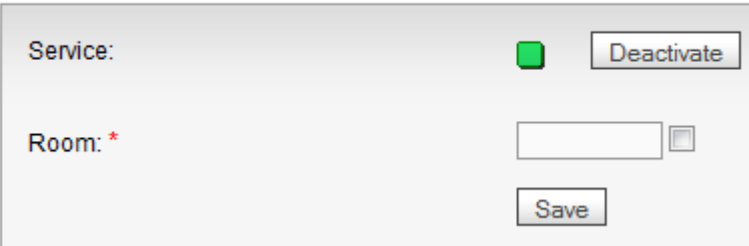
The screenshot shows a form titled "Group - New" with the following fields and options:

- Name:** A text input field containing "gold Member".
- Description:** A text input field containing "VIP".
- Templates:** A dropdown menu with three options: "Gold - Flat Rate 1 day" (highlighted in blue), "Flat Rate 1 day", and "Flat Rate 7 days".
- Buttons:** "Save" and "Cancel" buttons at the bottom.

The name of the group must be identical to the group name of the PMS of system. Now several ticket templates can be assigned to this group. All guests of this group can select from the ticket templates assigned here when they log in on the PMS Interface.

### 1.2.3 PMS Blacklist

#### PMS Blacklist



The screenshot shows a form titled "PMS Blacklist" with the following fields and options:

- Service:** A checkbox that is checked (green), with a "Deactivate" button next to it.
- Room: \*** A text input field with a small square icon to its right.
- Buttons:** "Save" button at the bottom.

The PMS Blacklist is used to define room numbers which are excluded from PMS authentication.

## 1.3 Demo PMS

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If “Demo PMS” is selected as PMS type, you can test the module with pre-defined demo-data.

### Demo PMS

Room Number	Name	Birthday
111	Max Mustermann	01.01.1961
222	John Public	01.01.1971
333	N/A	N/A

As soon as demo PMS is selected, a field with the demo data appears. It contains two pre-defined users with valid login information to test customer logon page using PMS interface.

## 2. Multimedia Service

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### 2.1 Introduction

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The module Multimedia Service makes it possible to connect to various IP TV-Systems. This module can be activated in the menu **Modules/Interfaces** on your **WebAdmin** website.



In order to be able to use the Multimedia Service interface, this must be licensed separately



When you use the module Multimedia Service do not forget to enable at least one ticket template for it!

## 2.2 Settings

As soon as you activate the module in the menu **Modules/Interfaces** on your **WebAdmin** website, the following configuration menu opens.

### Multimedia Service

Status:	<input checked="" type="checkbox"/> Licensed
Service:	<input checked="" type="checkbox"/> Service running <input type="button" value="Deactivate"/>
Type: *	Multimedia Interface ▾
Role: *	Client ▾
Server: *	<input type="text"/>
Port: *	<input type="text"/>
Shared Secret: *	<input type="text" value="1"/> <input type="text" value="mysecret"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Value	Description
<b>Type</b>	Select Multimedia Interface Type (currently only the "Multimedia Interface" type is available)
<b>Role</b>	Select whether the IACBOX acts as server or client
<b>Server</b>	If used as server, the IP address of the IACBOX is entered automatically If used as client, the IP address of the multimedia server must be entered. (e.g. Videoserver)
<b>Port</b>	Port which shall be used for this connection
<b>Shared Secret</b>	Setting of the password for the connection establishment between IACBOX and Multimedia server. On both sides the same password has to be defined.

If these settings were done, now one or more ticket template for this module must be activated. This can be done in the menu **Ticket/Templates** on your **WebAdmin** website.

### New Template

Template Name:

Description:

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Prefix:  System Default

Ticket Type:

Time Credit:  days  hours  minutes  unlimited

Expiration Period: \*  days  unlimited

Ticket Price (TOTAL):  EUR

Max Idle Time:  minutes

Session Limit: \*  MB  unlimited

Ticket Limit: \*  MB  unlimited

Max Download Bandwidth:   kBit/s

Max Upload Bandwidth:   kBit/s

Expires after Logout:

**Modules:**

WebAdmin:

PMS:

Authentication:

Public IP:

Multimedia:  ID:

SMS:

Email:

When defining ticket templates for the Multimedia service you should paid attention to a clear naming (e.g. Flat Rate + multimedia: 3films). In addition, the ticket template must be activated for the Multimedia service and there must be entered an ID for it. With this Multimedia ID the Multimedia packages of the two systems (Internet and TV) are linked together. Therefore this ID for a Multimedia package must be identical on both systems.

## 3. Messaging: SMS

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### 3.1 Introduction

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The Messaging SMS module allows guests to register themselves for a Surfticket at the customer logon by providing the mobile number. The according login information is sent by SMS to the provided mobile number. This module can be activated in the menu **Modules/Interfaces** on your **WebAdmin** website.



In order to be able to use the Messaging SMS interface, this must be licensed separately.

SMS package of an SMS provider is required.  
e.g. <http://business.sms.at>, <http://www.retarus.com/>



In addition for the use of this module the field for **Messaging** must be activated in the menu **Client Logon/Design** on your **WebAdmin** website.



Attention, this function is meant only for the free use, so the generated Surftickets are not charged. For this reason it is recommended to define an own ticket template for this module.

## 3.2 Settings

As soon as you activate the module in the menu **Modules/Interfaces** on your **WebAdmin** website, the following configuration menu opens.

### Messaging: SMS

Status: ■ Licensed

Type: \*

Server: \*

Username: \*

Password: \*

Message: \*   81 characters

Max. SMS / total: \*  Reset:  Sent: 0, Last Used: never

Max. SMS / user: \*  Reset:

Mandatory field: \*

Instruction:

Prefix:

Filter:

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User Input 1:   Required

User Input 2:   Required

User Input 3:   Required

User Input 4:   Required

User Input 5:   Required

User Input 6:   Required

User Input 7:   Required

User Input 8:   Required

User Input 9:   Required

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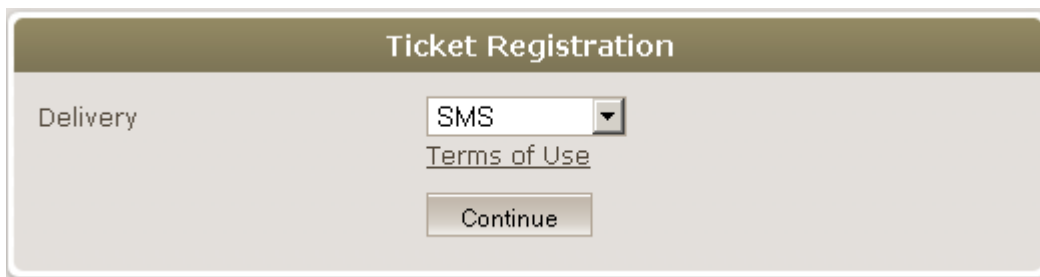
Test SMS (Mobile Number):

Value	Description
<b>Type</b>	Select SMS Provider
<b>Server</b>	Server Address of your SMS Provider
<b>Username &amp; Password</b>	Authentication data of your SMS Provider
<b>Message</b>	This message will be send to the user after successful registration <b>Available values:</b> \$COMPANY: company name as defined in menu <b>Settings / General</b> \$USER: generated username for login \$PASSWORD: generated password for login \$INPUT1 – 9: user input 1 - 9
<b>Max. SMS/total</b>	Total number of SMS send per day/week/month/year (depending upon settings)

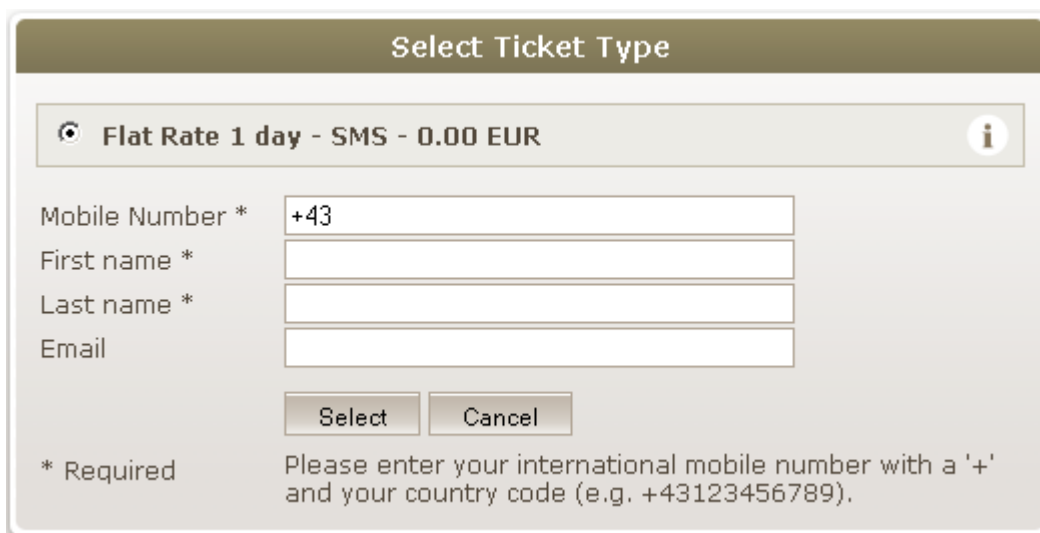
<b>Max. SMS/user</b>	Total number of SMS send per user (depending upon settings)
<b>Mandatory field</b>	Select mandatory field the user has to enter in order to generate a SurfTicket
<b>Instruction</b>	Depending upon selected mandatory field, a short guidance for the user can be entered
<b>Prefix</b>	International country code preselection
<b>Filter</b>	Block or allow certain numbers and range of numbers
<b>User Input 1-9</b>	For definition of further data, which the user must enter, in order to generate a SurfTicket
<b>Test SMS</b>	Send test SMS to test current configuration

### 3.3 Customer Logon Page

If the Messaging SMS interface is activated, a new field “Ticket Registration” appears at the Customer Logon Page.



Here the user can now generate a SurfTicket by SMS. If you click on Continue, the following field appears.



With this example a custom ticket template was defined (Flat rate 1 day - SMS). In addition the user must enter his Mobile Number as well as his First and Last name. The Email Address is optional.

### 3.4 Messaging

In the menu **Reports / Messaging** you have the possibility to download the user data which is entered during the ticket creation via SMS module as CSV or XLS file. The collected user data, such as E-mail address, first – and last name, phone number etc. can be further processed locally.

Internet for Guests
License Online Update Backup Remote Control Network Central Services

Welcome System Administrator Language: English Manual Help My Account Logout

Tickets Client Logon Settings System Security Modules Reporting

Application Statistics System Hardware Messaging Active Clients

#### Messaging Delete

from:    
 to:  

 Modules:    
 Search:   

CSV Export
XLS Export

Created	Ticket	IP Address	MAC Address	Mobile number	Custom 1	Custom 2	Custom 3	Custom 4	Custom 5	Custom 6
06.02.2012 16:42:12	<a href="#">Murata50</a>	172.30.0.16	00:15:60:c8:05:00	0043[REDACTED]	Hugo	Heimlich	hugo.heimlich@kmail.com			
06.02.2012 16:41:45	<a href="#">Murata50</a>	172.30.0.16	00:15:60:c8:05:00	0043[REDACTED]	John	Public	john.public@hmail.com			
06.02.2012 16:41:18	<a href="#">Murata50</a>	172.30.0.16	00:15:60:c8:05:00	0043[REDACTED]	Max	Mustermann	max.mustermann@gmail.com			

## 4. Messaging: EMAIL

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### 4.1 Introduction

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The Messaging EMAIL module allows guests to register themselves for a Surfticket at the customer logon by providing a valid email address. The according login information is sent by Email to the provided email address. This module can be activated in the menu **Modules/Interfaces** on your **WebAdmin** website.



In order to be able to use the Messaging EMAIL interface, this must be licensed separately.

Additionally the SMTP server in the menu **Settings / Network** on the **WebAdmin** website must be configured to ensure a smooth emailing.



In addition for the use of this module the field for **Messaging** must be activated in the menu **Client Logon/Design** on your **WebAdmin** website.



Attention, this function is meant only for the free use, so the generated Surftickets are not charged. For this reason it is recommended to define an own ticket template for this module.

## 4.2 Settings

As soon as you activate the module in the menu **Modules/Interfaces** on your **WebAdmin** website, the following configuration menu opens.

### Messaging: Email

Status:  Licensed

Sender: \*

Subject: \*

Message: \*

Max. Emails / total: \*  Reset:  Sent: 0, Last Used: never

Max. Emails / user: \*  Reset:

Activation time slot: \*

Suppress Attachments:

Mandatory field: \*

Filter:

User Input 1:   Required

User Input 2:   Required

User Input 3:   Required

User Input 4:   Required

User Input 5:   Required

User Input 6:   Required

User Input 7:   Required

User Input 8:   Required

User Input 9:   Required

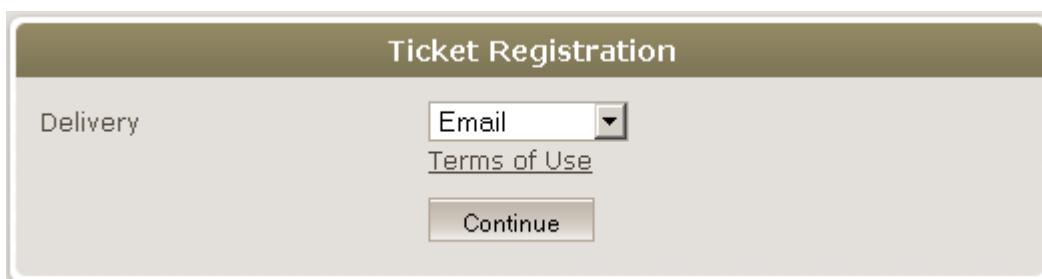
Testmail:

Value	Description
<b>Sender</b>	Sender email address
<b>Subject</b>	Subject of the Email after registration which includes the login information
<b>Message</b>	Message of the Email after registration which includes the login information <b>Available values:</b> \$COMPANY: company name as defined in menu <b>Settings / General</b> \$USER: generated username for login \$PASSWORD: generated password for login \$CONFIRMLINK: link to confirm ticket registration \$INPUT1 – 9: User input 1 - 9
<b>Max. Emails/total</b>	Total number of Emails send per day/week/month/year (depending upon settings)
<b>Max. Emails/user</b>	Total number of Emails send per user
<b>Activation time slot</b>	Time in minutes for activation. User has to confirm the generated SurfTicket using

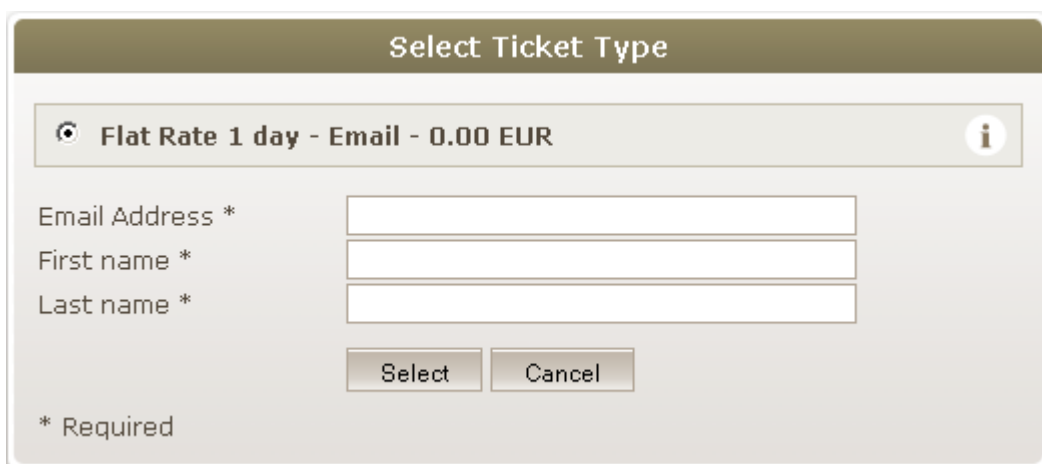
	the activation link after his registration. Internet access will be denied after this time period without confirmation.
<b>Suppress Attachments</b>	If activated, the user only gets the message above per email after successful registration, otherwise Ticket is also attachment to email
<b>Mandatory field</b>	Select values the user has to enter in order to generate a SurfTicket
<b>Filter</b>	Block or allow certain email addresses or domains
<b>User Input 1-9</b>	For definition of further data, which the user must enter, in order to generate a SurfTicket
<b>Testmail</b>	Send test email to test current configuration

### 4.3 Customer Logon Page

If the Messaging EMAIL interface is activated, a new field “Ticket Registration” appears at the Customer Logon Page.



Here the user can now generate a SurfTicket by Email. If you click on Continue, the following field appears.



With this example a custom ticket template was defined (Flat rate 1 day - Email). In addition the user must enter his First and Last name.

## 4.4 Messaging

In the menu **Reports / Messaging** you have the possibility to download the user data which is entered during the ticket creation via EMAIL module as CSV or XLS file. The collected user data, such as E-mail address, first – and last name, phone number etc. can be further processed locally.

**Internet for Guests** License Online Update Backup Remote Control Network Central Services

Welcome System Administrator Language: English Manual Help My Account Logout

Tickets Client Logon Settings System Security Modules Reporting

Application Statistics System Hardware **Messaging** Active Clients

**Messaging** Delete

from: 01.02.2012 Modules: Email

to: 07.02.2012 Search: Search Reset CSV Export XLS Export

Created	Ticket	IP Address	MAC Address	Email address	Custom 1	Custom 2	Custom 3	Custom 4	Custom 5	Custom 6
07.02.2012 10:49:29	Murata51	172.30.0.16	00:15:60:c8:05:00	████████@asteas.com	Hugo	Heimlich				
07.02.2012 10:49:00	Murata51	172.30.0.16	00:15:60:c8:05:00	████████@asteas.com	John	Public				
07.02.2012 10:48:24	Murata51	172.30.0.16	00:15:60:c8:05:00	████████@asteas.com	Max	Mustermann				