Epygi's Licensable Feature: Epygi Hotel Console (EHC)

The Epygi Hotel Console (EHC) application is a solution for small and mid-sized hotels designed to work with Epygi's QX IP PBXs. EHC is a licensable features activated by a feature key. It helps hotel management and staff to perform the following functions:

- Guest extension activation/deactivation
- Bill outgoing calls from guest extension
- Schedule wake-up alarms for guest extension
- Activate Do Not Disturb (DND) for guest extensions
- Set and change Room Condition status
- Check and report room's Minibar consumption over the phone

Requirements

System Requirements
The EHC application should be installed on a PC running

- Windows 10, Windows 8.1, Windows 8, Windows 7, Windows Vista or Windows XP operating system
- Windows Server 2012 or Windows Server 2008
- Google Chrome, Mozilla Firefox, Microsoft Edge or Opera are the recommended WEB browsers

Software Requirements
The EHC application is compatible with Epygi QX50, QX200, QX500, QX2000 and QX3000, beginning with the firmware version 6.1.2.

Network Connectivity
The QX and the PC running the EHC should be visible to each other.

EHC Licensing
Epygi Hotel Console is a licensable feature. The EHC feature key should be purchased to make the EHC application functional.

Guest Extension Activation/Deactivation
- **Activate** the guest extension(s), allocate credit for making calls, allow to make specific calls (for example, local and long distance but not international), enable voice mailbox service.
- **Deactivate** the guest extension(s), print and present the Call Detail Records (CDR) for charging the guest and erase the guest's voice mailbox.

Bill Outgoing Calls from Guest Extension
The EHC can log the Call Details Record (CDR) for each guest extension. The logged CDR can be stored, viewed, printed and deleted. Based on the pre-configured calling rates the EHC can show call costs for each guest extension.

Schedule Wake–Up Alarms for Guest Extension
EHC application allows to schedule alarms for a guest extension. When the alarm is set, the QX will place a call to the guest's extension at the scheduled time and play a pre-configured message.

Activate Do Not Disturb(DND) for Guest Extension
The DND can be activated directly from the EHC application or by the guest, over the phone.

Set and Change Room Condition Status
The EHC application allows the hotel personnel to change/update room condition status either from the EHC main panel or over the phone, by placing a call to the QX Auto Attendant specifically configured for that purpose.

Check and Report Minibar Consumption
Hotel personnel can update the minibar consumption status in each room from the EHC application or via a phone call to the QX Auto Attendant specifically configured for that purpose. Before changing/updating the status of the minibar or room condition, item codes should be added in EHC's **Minibar Items** and **Room Conditions** panels accordingly.