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### RezOvation Desktop Call Accounting Setup Checklist

1. **Work with RSI (Resource Software International) to configure the Shadow CMS and/or EPL link application and link this application to the RezOvation database. RSI can be reached at 905-576-4575.**

Note that the RezOvation database by default is located at C:\Program Files\RezOvation\.  
However, this location may vary, so to confirm the actual database location, open RezOvation and go to File > Network path. The database location will be listed at the top next to the text "Current:".

2. **Obtain a call accounting license code for ALL computers on the network that are running RezOvation.**

Please contact RezOvation Support at 512.322.2777 or [support@rezovation.com](mailto:support@rezovation.com) to obtain this code. Note that you will first need to provide us with a key code from the software before we can provide you with an unlock code. Once the code has been entered, close the program and restart it.

3. **Confirm that the "Phone Charges" menu is available in the Point of Sale section.**

Select the Point of Sale icon (F4), and select the Edit menu and you should see the option for Phone Charges. If this menu is not available, your unlock code was not properly entered.

4. **Enter a phone extension for every room.**

Go to Tools > Unit Setup > Individual Units. Select each unit one at a time from the Pick Unit list on the left, and type in the phone extension in the Phone Extension field in the middle of the screen. Make sure there are no extra spaces or characters in the Phone Extension field, and that the phone extension matches the extension format you have set in your call accounting system (e.g. 2 digits or 3 digits). If you are using multiple extensions, separate these extensions by using a comma between the extensions, with no spaces, e.g. "102,103".

NOTE: The phone extension field cannot contain any information other than a valid extension. If a room does not have an extension, leave this field blank.

NOTE: The phone extension in the CMS will appear as "E0000xxx" where xxx is the phone extension. However, in RezOvation you should enter the phone extension WITHOUT the E and the leading 0's, so it should appear as xxx. e.g. if the extension is 301, and it appears in the CMS as E0000301, then you should enter it in RezOvation as 301.

5. **Create a Tax Class for call accounting charges.**

Go to Tools > Unit Setup > Taxes, Deposits, and Discounts. If your Lodging category is adequate for call accounting charges, then you can use this tax class. If not, create a new one. Click Tax Class Groupings, and select Add New Tax Class. Name this class Call Accounting. Add the appropriate taxes for this class by selecting the tax/taxes from the Available Taxes and Gratuities list and clicking Add.

6. **Create a Call Accounting category.**

Go to Tools > POS Inventory > Category Setup. Click Add New Category, and rename the category Call Accounting.

7. **Assign the newly created Category and Tax Class to under the Call Accounting configuration.**

Go to Tools > Configure > Settings and select a Category and Tax Class from the drop down menu in the Call Accounting Charge Account Selection section.

8. **Test the system.**

- a. Enter a new reservation for today's date.
- b. **Check in** the guest.
- c. Generate a new call for TODAY through the call accounting system OR use the test application mentioned in step d) below.
- d. Test the system using the CallAcctingTest.exe application (attached). This tests the connection between the call accounting DLLs and the RezOvation database. To use this application, select the database path (this is the server location), the product type (RezOvation Desktop), and click Connect. Then enter phone extension, price, etc., and press Generate & Add Call. If there is a problem with the connection

between the DLLs and the database, the errors will be logged.

#### 9. Troubleshoot the system.

- a. If charges are still not posting to an individual invoice, you can check and see if charges are posting to the RezOvation database at all. Go to Point of Sale > Edit menu > Phone charges and view the list of charges OR go to Reports > Point of Sale > by Category and generate a report for today. Charges will be listed under the "Call Accounting" category.
- b. Test using the CallAcctingTest.exe application which can be downloaded here: <http://www.rezovation.com/downloads/CallAcctingTest.exe>
- c. Search your system for the following system files:  
ROCallAccountingDB.ocx - Latest version 9/26/04  
ROCallAccountingCommon.ocx - Latest version 9/26/04  
The files should be located in C:\Program Files\RSI\CMS\  
These files should have been provided by RSI, but are available from RezOvation Tech Support if they do not appear on your system. Please contact the support team for details.
- d. Register the above mentioned files by doing the following:  
Go to Start > Run.  
Type the following: regsvr32 ROCallAccountingDB.ocx  
Press OK.  
You should receive the message "DllRegisterServer in ROCallAccountingDB.ocx succeeded."  
Go to Start > Run.  
Type:  
regsvr32 ROCallAccountingCommon.ocx  
Press OK.  
You should receive the message "DllRegisterServer in ROCallAccountingCommon.ocx succeeded."
- e. If the system is still not functioning, then you will need to check your configuration in the Shadow system or with your call accounting system.