

ImagInn Search Prerequisites

ImagInn Search requires minimal hardware and/or software upgrades to your already existing ImagInn PMS.

- Entirety ImagInn Platinum PMS software with current maintenance contract
- TCP/IP (LAN) connectivity between ImagInn PMS server and Windows/ Manager's PC
- Must have Pentium III or better processor with 256MB Memory
- SCO 5.05 or newer with Vision FS or Linux 6 with Samba installed (can be provided by RedSky IT if not already present)
- Windows NT/98/2000/XP operating system
- Microsoft Office 97 (or better) with Excel and Word software on Windows/Manager's PC with Network Interface card connected to the Hub
- Hub
- Remote diagnostic capability (Internet connection with Net Meeting or Direct Inbound line or Internet connection with PC Anywhere)
- Working knowledge of Windows and Microsoft applications

ImagInn Search Installation

ImagInn Search is installed remotely using an Internet connection and either Net Meeting or PC Anywhere. It is licensed and will be loaded onto one (preferably the Manager's) PC.

Upon completion of the installation, a RedSky IT trainer will train you on the software and walk you through the steps to complete a mail merge. The entire installation and training process should take less than one business day.

Maintenance Service and Support

Trained technicians are available to assist RedSky IT customers 24 hours a day, 7 days a week, 365 days a year.

RedSky IT's support department will support the following:

- Set-up and installation of ImagInn Search
- ODBC connection
- Installation of Vision FS for Unix or Samba for Linux
- Hard-drive mapping

RedSky IT's support department will not support the following:

- Windows operating system
- Third party software applications (e.g. Microsoft Word, Excel)
- Printing
- Mail Merge (after the training process)