Grandstream Networks, Inc.

UCM6xxx Series

HSC PMS Integration Guide

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INTRODUCTION

Property Management System is a software application used in the hospitality industry to automate some hotel functions such as guest booking, guest details, etc…

The system can be divided into two parts:

- PMS (Property Management System)
- PMSI (Property Management System Interface)
- PBX

Grandstream UCM6XXX series have integrated HSC PMS providing following hospitality features: Changing Display Name, Permission, Call forwarding, DND and more.

The following figure illustrates the communication flow between the PBX (Grandstream UCM6xxx Series) and PMS software (HSC), which is done through a middleware system acting as interface between both parties.
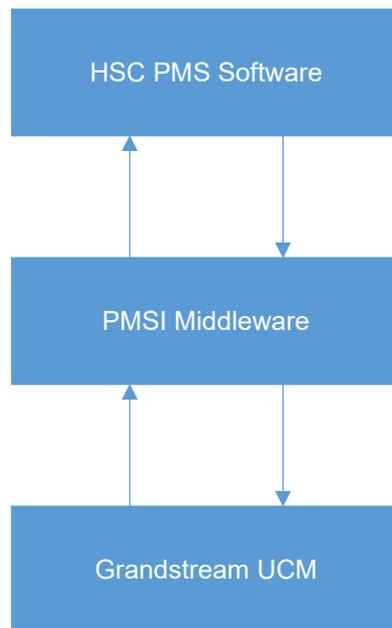
Figure 1: UCM & PMS interaction

Note: UCM6XXX series include UCM620x series, UCM630x series, UCM630xA series and UCM6510.

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SUPPORTED PMS FEATURES

The UCM6xxx supports the following features using HSC PMS Systems.

Table 1: PMS Supported Features

Features
Name Change
Permission
DND
MWI
Unconditional Call Forwarding

Name Change

Name Change feature is used to add a name, delete or replace it from HSC PMS system, and will modify the following UCM settings:
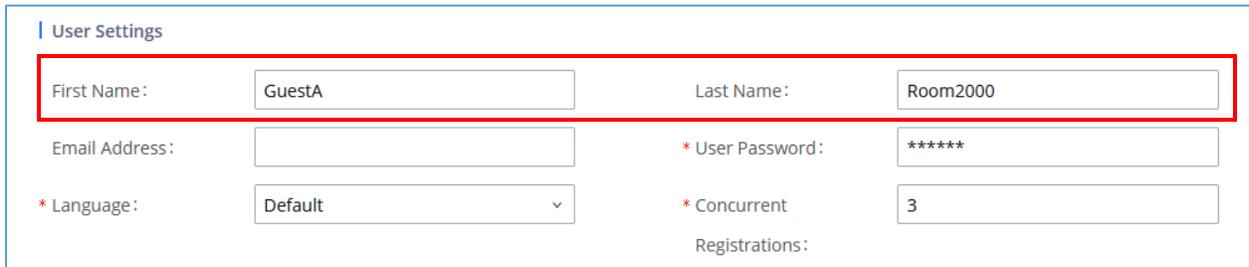
Figure 2: Add/Replace/Delete Name

Set Station Restriction

This feature is used to set restriction on the extension permission from HSC PMS side directly.

The restriction/permission level for an extension defines allowed external calls that the user/guest will be authorized to make.

4 level of permissions are available on the extensions (from lowest to highest):

- **Internal**
- **Local**
- **National**
- **International**

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The PMS sends the restriction change request to the UCM6XXX, and the UCM update the permission on the extension; and will change the following UCM settings:
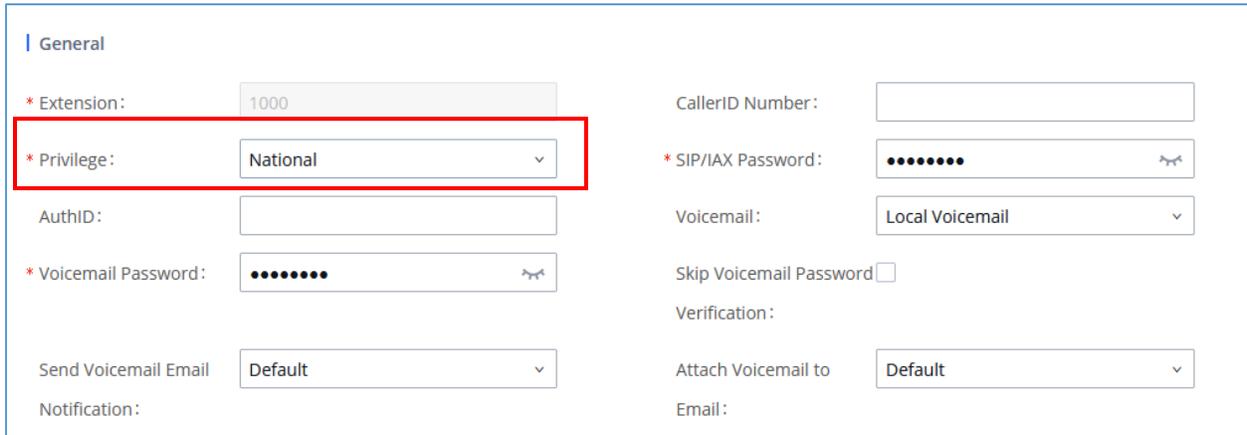
Figure 3: Set Station Restriction

DND (Do Not Disturb)

This feature is used to toggle extension DND status between on and off. Changing this modifies the following UCM settings:
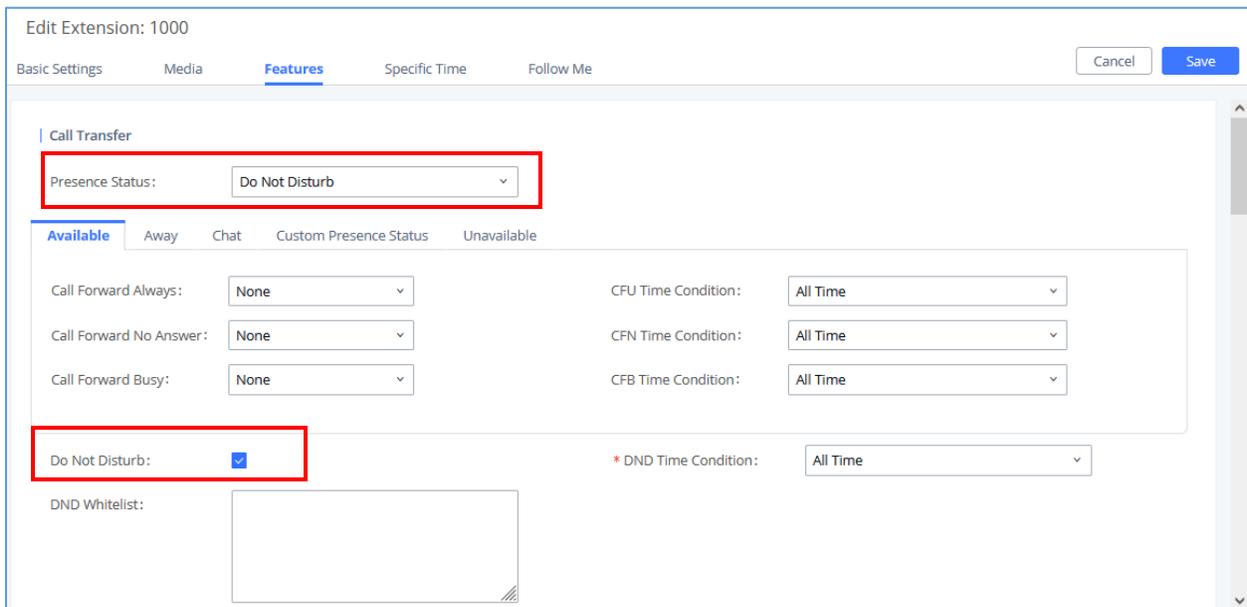
Figure 4: DND Change

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Call Forwarding Unconditional

CFU (Call Forwarding Unconditional) feature is used to activate extension's CFU setting and modifies the number that calls will be forwarded to at all times. The following UCM setting is modified:
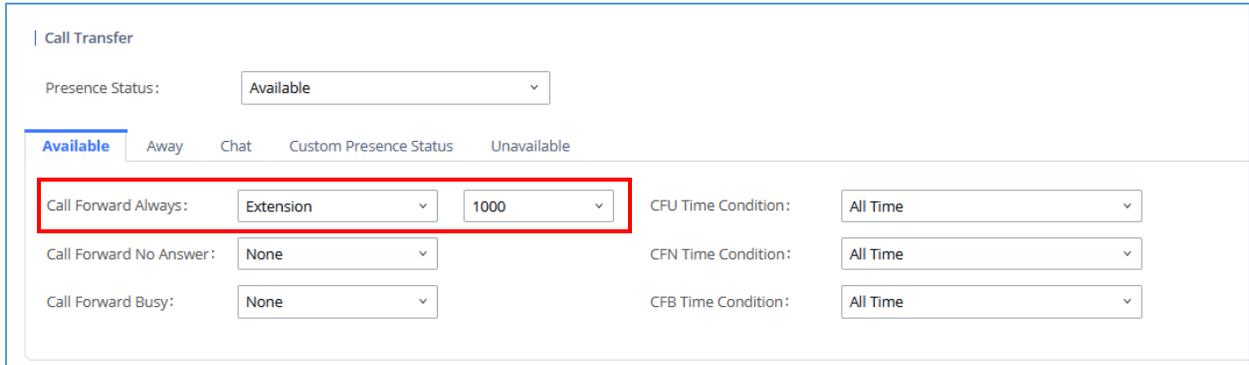
Figure 5: CFU Change

MWI (Message Waiting Indicator)

MWI (Message Waiting Indicator) feature is used to change whether or not the UCM will send a notification to the endpoint to indicate an unread message for that extension.

UCM6XXX CONFIGURATION

Following configuration is based on UCM6302 with firmware 1.0.7.12. The configuration may vary using higher firmware versions.

Create Extensions

To configure the UCM6XXX with a PMS Server, users need first to create some extensions on the UCM6XXX.

To create or modify existing extensions, log in to the UCM6XXX's by typing its address on a browser, then go to Extension/Trunk→Extensions.

Configure UCM6XXX with PMS Server

To use all PMS features, navigate to **Value-added Features→PMS→Basic settings**, the following table explains the fields needed to be configured to set the connection for PMS system.
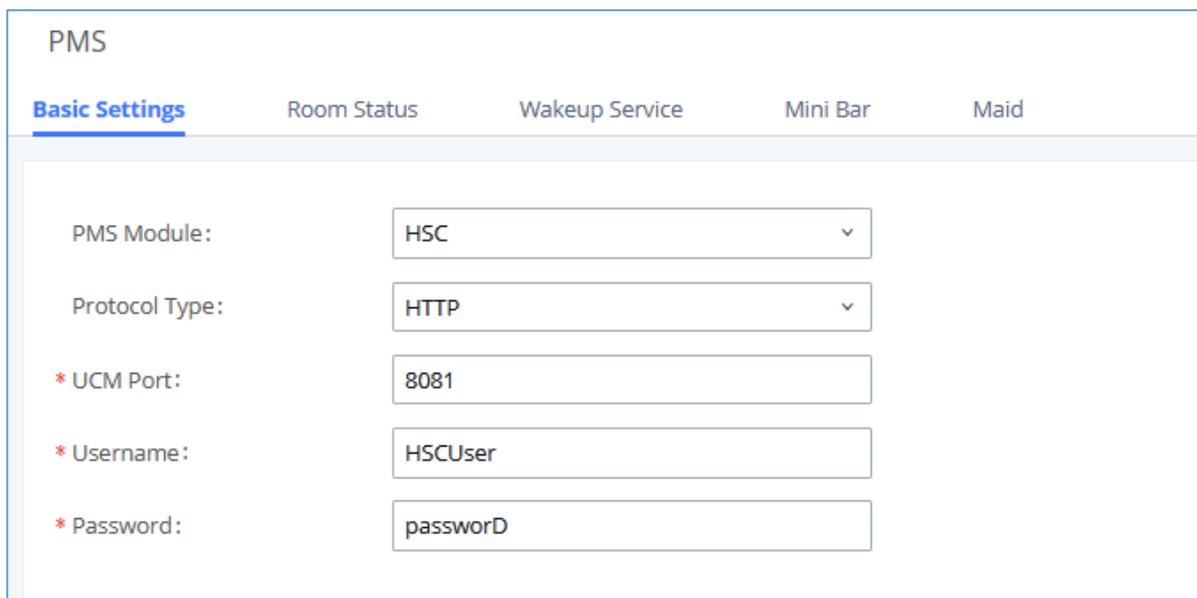

Figure 6: PMS Basic Settings – HSC

The following table describes "PMS - Basic Settings" parameters:

Table 2: PMS Basic Settings

Field	Description
PMS Module	Select HSC to use HSC PMS system features

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Protocol Type	Select from drop menu HTTP or HTTPS protocol.
UCM Port	Enter the UCM6XXX's port to use to interact with HSC PMS system.
Username	Enter the Username used to connect with HSC PMS System
Password	Enter the Password's username used to connect with HSC PMS System

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