

UCM63XX Local PMS Guide

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

Grandstream UCM63XX series have integrated a lightweight Local PMS providing the following hospitality features: set Room Status, Wake-up call, and more. For the use of small and medium properties without the need of integrating a 3rd party PMS software.

Supported PMS Features

The UCM63xx supports a built-in PMS system targeting budget chain hotels, it gives the possibility to UCM administrators and Hotel staff to operate the check-in / check-out, and log customers' check-in information through the PMS user interface.

The features available on the Default PMS are as shown below:

| Features |
|--|
| Room Management (Add Rooms) |
| Room Status (Check-in/Check-out records, Room availability view) |
| Wake-up service |
| Maid Service |

Basic Settings

In order to use the Local PMS service on your UCM63XX, the PMS Module needs to be defined and set to "Local PMS", this configuration can be done on the Basic settings tab as shown in the screenshot below, to access the PMS settings, Click on Other Features, and Choose PMS on the drop-down menu:

PMS

[Basic Settings](#)
[Room Management](#)
[Room Status](#)
[Wakeup Service](#)
[Maid](#)

PMS Module Local PMS

Wakeup Prompt Wake Call Upload Audio File

Room Status Update Prompt Default Room Status Update Prompt Upload Audio File

Back Up Voicemail Recordings

Sync Guest Name to Phone

Automatically Clear Wakeup Calls None

Automatically Clear Wave Chat History None

Automatically Reset User/Wave Password

Cancel
Save

PMS Basic Settings

Below are the definitions of the configuration parameters available for the Local PMS.

| Parameter | Description |
|---|---|
| Wakeup Prompt | A customized prompts that can be played when the wakeup call is answered. To customize it please navigate to PBX Settings → Voice Prompt → Custom Prompt |
| Room Status Update Prompt | Choose a previously uploaded prompt or upload the prompt which will be played when the room status is changed. If the room status codes have been change, please update the Room Status accordingly. |
| Back Up Voicemail Recordings | <p>Back up voicemail recordings to external storage after check-out, When Enabled, The user can set the SFTP server for storage purposes by defining the following attributes :</p> <ul style="list-style-type: none"> ● Email Address: Configure the email address to send the backup to. ● Account: Configures the account on the SFTP server. ● Password: Defines the account password ● Server Address: Defines the SFTP server address (e.g., xxx.xxx.xxx.xxx:22). ● Destination Directory: Specify the directory in SFTP server to save the voicemail recordings to. Format: "xxx/xxx/xxx". If this directory does not exist, UCM will create this directory automatically. ● Test the Connection: This option tests the connection to the SFTP server defined. |
| Sync Guest Name to Phone | Provisions the name of the checked-in guests to endpoints via Zero Config. Requires endpoints to be discoverable and provisionable by Zero Config. |
| Automatically Clear Wakeup Calls | <p>Scheduled wakeup calls for rooms can be cleared upon checking in or checking out.</p> <ul style="list-style-type: none"> ● None: The wakeup calls won't be automatically cleared. ● Check out: The wake up calls assigned to the guest will be cleared when they check out. |

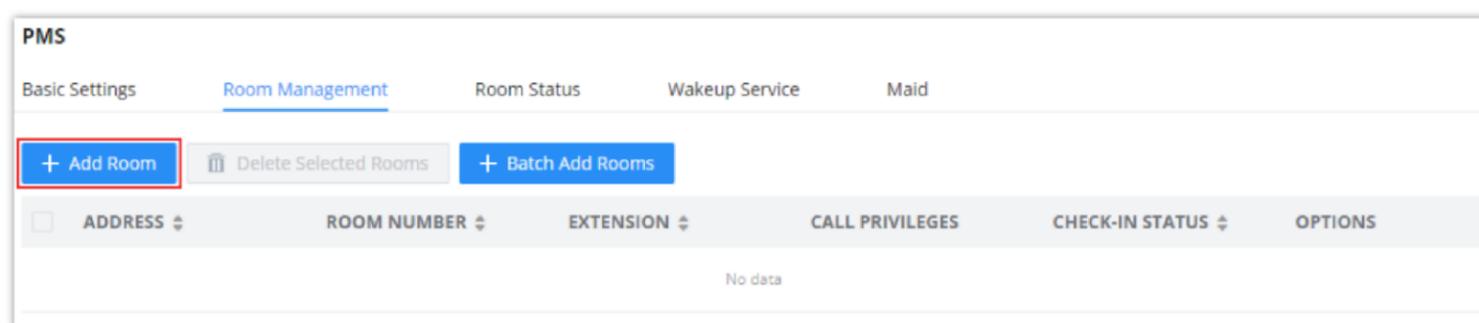
| | |
|---|---|
| | <ul style="list-style-type: none"> • Check In: The wake up calls assigned to a guest will be cleared when a new client checks in. |
| Automatically Clear Wave Chat History | If enabled, room Wave chat history will be automatically cleared upon check-in or check-out. |
| Automatically Reset User/Wave Password | If enabled, the User/Wave password of the room extension will be automatically reset to a random password upon check-out. |

Room Management

The room management service offers the possibility to manually add rooms to the Local PMS User interface, either individually or by applying a batch addition for multiple rooms.

To do that, select Room Management, then either:

Add Room Manually



Adding Room Manually

Enter the address, room number, and two extensions that match the room number from the list of available extensions,

Create New Room

- * Address:
- * Room Number:
- * Extension 1:
- * Extension 2:
- * Call Privileges:

Assign an Extension to the Room

i Note

If only one extension is needed, Extension 2 can be set to “None”

After the Extension(s) is set, Define the Call Privilege to be one of the following options: Internal, Local, National, or International

Create New Room

* Address:

* Room Number:

* Extension 1:

* Extension 2:

* Call Privileges:

- Internal
- Local
- National
- International

Note

After guest checkout, any changes made to the calling privilege of the room's extensions during the check-in period will be automatically reset to the "internal" Privilege.

Batch Add Rooms

Select the Batch Add Rooms :

PMS

Basic Settings **Room Management** Room Status Wakeup Service Mini Bar Maid

[+ Add Room](#) [Delete Selected Rooms](#) **[+ Batch Add Rooms](#)**

| ADDRESS # | ROOM NUMBER # | EXTENSION # | CHECK-IN STATUS # | OPTIONS |
|-------------------------------|---------------|-------------|-------------------|---------|
| <input type="checkbox"/> 1000 | 1000 | 1013 | Check-out | |

Total: 1 10 / page Goto 1

Batch Add Rooms

Begin with the Start address number, the Start room number, and the Start extension number,

Batch Add Rooms

* Start Address Number:

* Start Room Number:

* Start Extension:

* Number of Extensions: 1 2

* Create Number:

* Call Privileges:

[Preview](#)

Batch Add Rooms Page

In case you want to configure two extensions Per Room, Switch the number of extensions from one extension to two, this will generate two extensions per Room number, as shown in the example below :

| ROOM NUMBER | EXTENSION |
|-------------|------------|
| 1009 | 1009, 1010 |
| 1010 | 1011, 1012 |
| 1011 | 1013, 1014 |
| 1012 | 1015, 1016 |
| 1013 | 1017, 1018 |
| 1014 | 1019, 1020 |
| 1015 | 1021, 1022 |
| 1016 | 1023, 1024 |
| 1017 | 1025, 1026 |
| 1018 | 1027, 1028 |

Batch Room Addition with two extensions

then add the create number that defines the total number of rooms with the corresponding extension(s):

Batch Add Rooms

▪ Start Address Number:

▪ Start Room Number:

▪ Start Extension:

▪ Number of Extensions: 1 2

▪ Create Number:

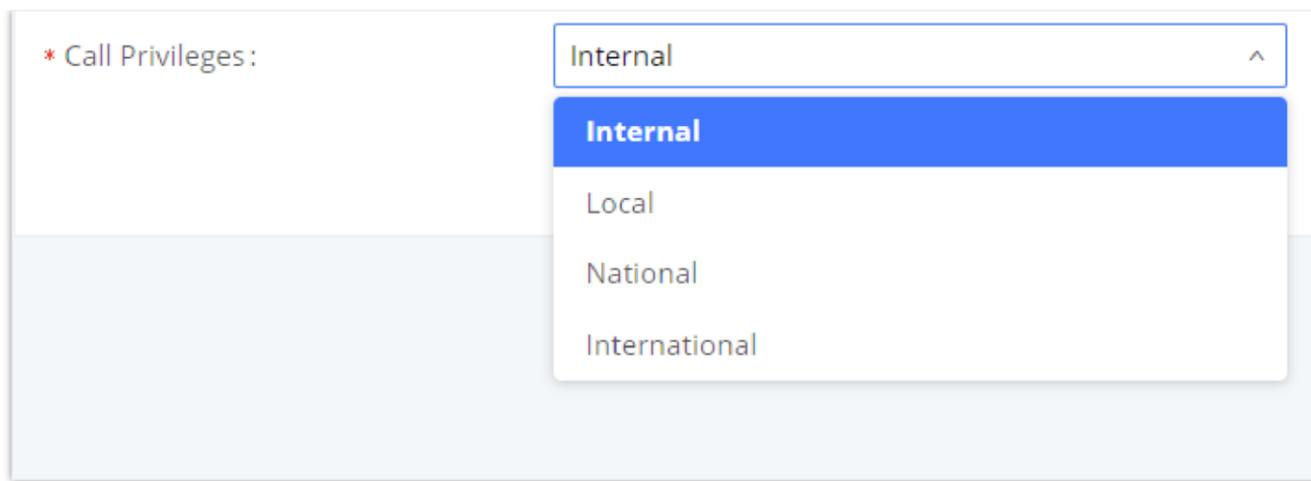
▪ Call Privileges:

Batch Add Rooms

i Notes

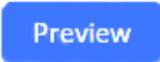
- Please note that if the user is using “Batch Add Rooms”, he/she can only add 100 rooms at a time.
- Please note that the number of the rooms is limited by the maximum number of extensions, assuming that each room has been assigned only one extension. The user needs to account for the rooms which have two extensions.

Furthermore, the Call Privilege can be configured to set call types to Internal, Local, National, and International



Setting up the call privilege

Finally, you can preview the created Rooms with their corresponding extension(s) by clicking the Button



The Preview will appear as follows:

follows:

| ROOM NUMBER | EXTENSION |
|-------------|-----------|
| 1009 | 1009 |
| 1010 | 1010 |
| 1011 | 1011 |
| 1012 | 1012 |
| 1013 | 1013 |
| 1014 | 1014 |
| 1015 | 1015 |
| 1016 | 1016 |
| 1017 | 1017 |
| 1018 | 1018 |

Preview of the rooms added with their corresponding extension

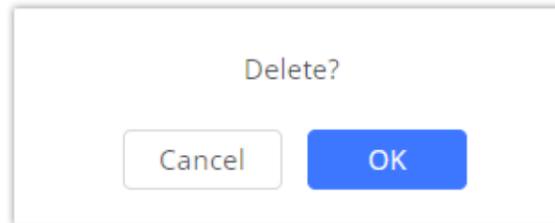
Once the rooms are added with their corresponding extensions, the User can have an overview of the Address, the Check-in status (defined on the room status tab), and the Extensions of the available rooms.

| PMS | | | | | | |
|---|-------------|-----------|-----------------|-----------------|---------|--|
| Basic Settings Room Management Room Status Wakeup Service Maid | | | | | | |
| + Add Room Delete Selected Rooms + Batch Add Rooms | | | | | | |
| ADDRESS | ROOM NUMBER | EXTENSION | CALL PRIVILEGES | CHECK-IN STATUS | OPTIONS | |
| <input type="checkbox"/> 1000 | 1000 | 1000 | Internal | Not checked in | | |
| <input type="checkbox"/> 1001 | 1001 | 1001 | Internal | Not checked in | | |
| <input type="checkbox"/> 1002 | 1002 | 1002 | Internal | Not checked in | | |
| <input type="checkbox"/> 1003 | 1003 | 1003 | Internal | Not checked in | | |
| <input type="checkbox"/> 1004 | 1004 | 1004 | Internal | Not checked in | | |
| <input type="checkbox"/> 1005 | 1005 | 1005 | Internal | Not checked in | | |
| <input type="checkbox"/> 1006 | 1006 | 1006 | Internal | Not checked in | | |
| <input type="checkbox"/> 1007 | 1007 | 1007 | Internal | Not checked in | | |
| <input type="checkbox"/> 1008 | 1008 | 1008 | Internal | Not checked in | | |

Room Management Preview

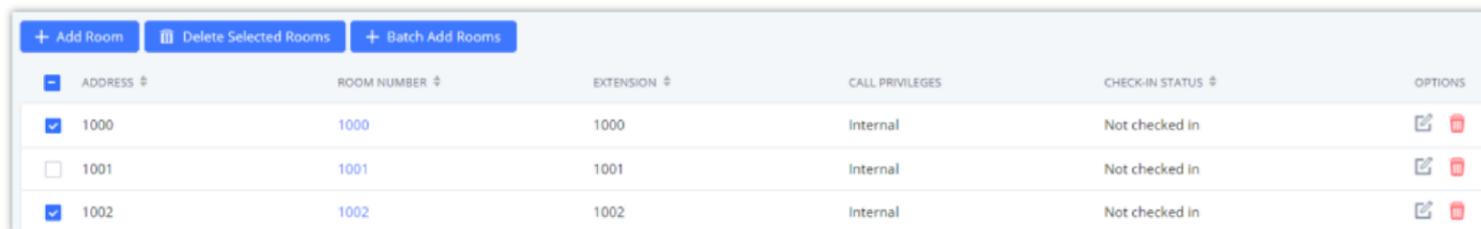
Delete Selected Rooms

to Delete a specific room, Click the icon  and then confirm the deletion by pressing “OK”



Delete Selected Rooms

To delete Multiple rooms, check the box corresponding to each Room :

A table with columns: ADDRESS, ROOM NUMBER, EXTENSION, CALL PRIVILEGES, CHECK-IN STATUS, and OPTIONS. The table contains three rows for rooms 1000, 1001, and 1002. Room 1000 and 1002 have their selection checkboxes checked. The table has a toolbar at the top with buttons for "+ Add Room", "Delete Selected Rooms", and "+ Batch Add Rooms".

| ADDRESS | ROOM NUMBER | EXTENSION | CALL PRIVILEGES | CHECK-IN STATUS | OPTIONS |
|--|-------------|-----------|-----------------|-----------------|---|
| <input checked="" type="checkbox"/> 1000 | 1000 | 1000 | Internal | Not checked in |   |
| <input type="checkbox"/> 1001 | 1001 | 1001 | Internal | Not checked in |   |
| <input checked="" type="checkbox"/> 1002 | 1002 | 1002 | Internal | Not checked in |   |

Multiple Rooms Selected

then Click on the  button to perform the action.

To delete all rooms, select all available rooms then click 

Room Status

Once the rooms are created, they will all be displayed in the Room status section with the status being either Check-out or Check-in, The attributes that are displayed are :

- **Room Number:** Displays the Room Number.
- **Check-in status:** Displays Check-in Status, either Checked-in or Not Checked-in.
- **Check-in / Check-out:** Changes the Check-in state of the room.
- **Room Status:** Displays the current Room Status of the room, it can be set to Available, Cleaning, Repairing, Cleaned, Room dirty, or Room closed, this gives the hotel staff a global view of the current state of all Property Rooms.
- **Customer name:** Displays the Customer's first and last name.
- **Guest Category Code:** Displays the Guest Category code, Guest codes are individualized to residents so they can be issued to their visitors.
- **Arrival date:** Displays the Customer's Arrival date.
- **Expected departure date:** Displays the Customer's Expected departure date.
- **Options:** By clicking the icon  you can configure other hidden attributes related to the Room occupation.

PMS

Basic Settings Room Management **Room Status** Wakeup Service Maid

Check-in/Check-out History

| ROOM NUMBER | CHECK-IN STATUS | CHECK IN / CHECK OUT | ROOM STATUS | CUSTOMER NAME | GUEST CATEGORY CODE | ARRIVAL DATE | EXPECTED DEPARTURE DATE | OPTIONS |
|-------------|------------------|----------------------|----------------|----------------------|---------------------|---------------------|-------------------------|---------|
| 1009 | ● Checked in | Check Out | Checked in | Abdel El M'hamdi | 20150 | 2022-12-29 09:00:00 | 2022-12-31 12:00:00 | |
| 1010 | ● Not checked in | Check In | Cleaning | | | | | |
| 1011 | ● Not checked in | Check In | Not checked in | Bonnie MacFarlan | | | | |
| 1012 | ● Not checked in | Check In | Not checked in | Catherine Braitwaite | | | | |
| 1013 | ● Not checked in | Check In | Not checked in | John Marston | | | | |
| 1014 | ● Not checked in | Check In | Not checked in | Abigail Roberts | | | | |
| 1015 | ● Not checked in | Check In | Not checked in | Mary-Beth Gaskill | | | | |
| 1016 | ● Not checked in | Check In | Not checked in | Hosea Matthews | | | | |
| 1017 | ● Not checked in | Check In | Not checked in | | | | | |
| 1018 | ● Not checked in | Check In | Not checked in | | | | | |

Total: 10 10 / page Goto 1

Room Status

Modify Room Status

Once the room is created, you can configure additional attributes that are not displayed on the main page, to do that :

1. Click the Edit options Icon
2. the mandatory fields with the red star next to them will be already set since a Room status can not be marked as Checked-in if these attributes are not defined.
3. Define additional attributes such as Guest account, Guest Credit Money, Guest's Language, Call privileges (Set to internal by Default), and the Maid code that is defined on the Maid service tab.

Modify Room Status

Cancel Save

* Room Number: 1009
 * Extension 1: 1000
 * Extension 2: None
 * Check-In Status: Checked in
 * Room Status: Available
 First Name: Abdel
 Last Name: El M'hamdi
 Guest Account:
 Guest Category Code: 20150
 Guest Credit Money:
 * Arrival Date: 2022-12-29 09:00
 * Expected Departure Date: 2022-12-31 12:00
 Language: Default
 * Call Privileges: Internal
 Maid Code:

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Modify Room Status

Note

The room status is defined based on the current state of the Room, It can be set to the following states: Available, Cleaning, Repairing, Cleaned, Room Dirty, Room Closed.

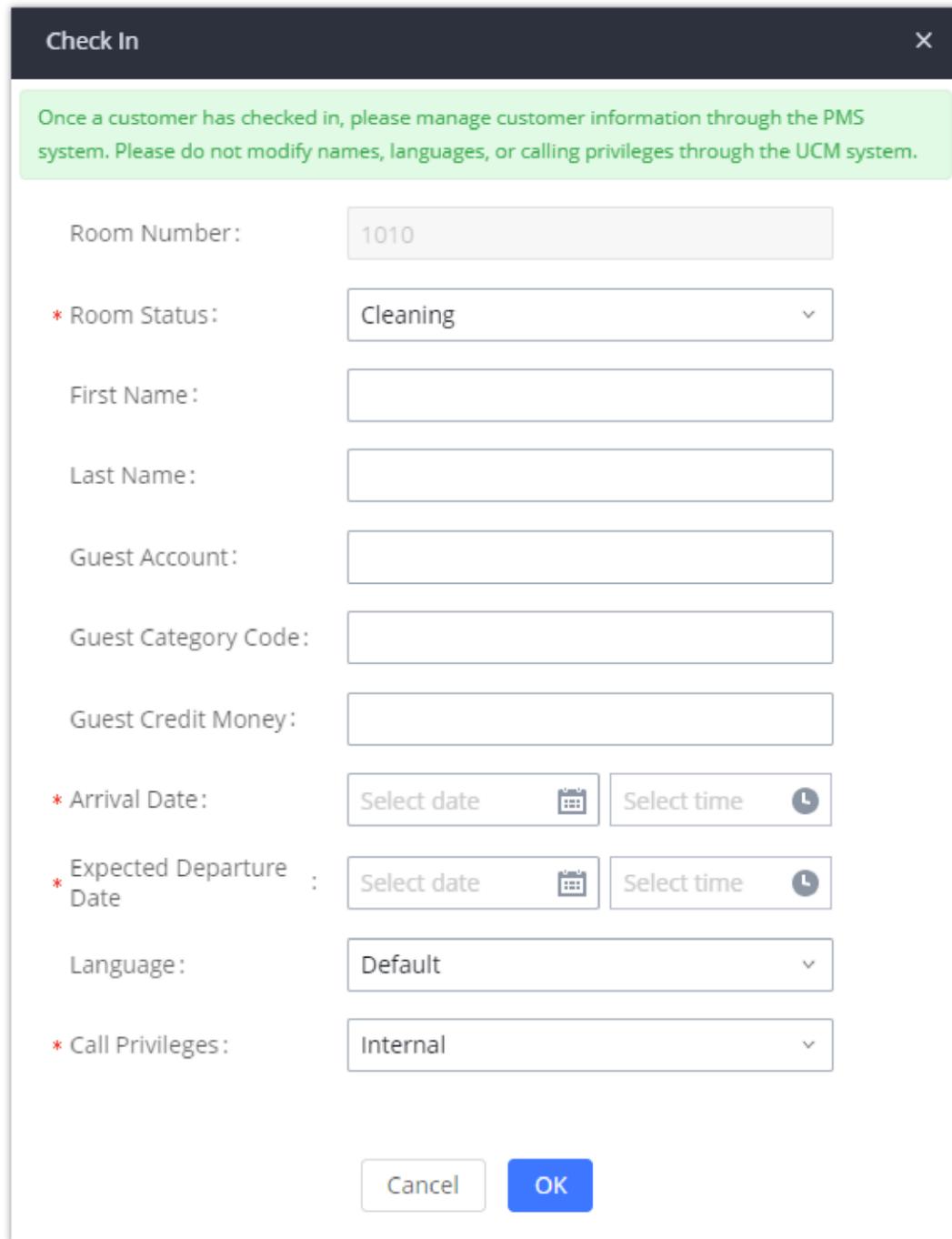
Check-in Procedure

The Check-in Procedure requires the hotel staff member to enter specific attributes about the Guest's information, We will look at the example below to understand the procedure:

- The hotel staff member clicks on the Check-in Icon



- The following prompt is displayed :

A screenshot of a "Check In" window. At the top, there is a dark header with "Check In" and a close button. Below the header is a green instruction box: "Once a customer has checked in, please manage customer information through the PMS system. Please do not modify names, languages, or calling privileges through the UCM system." The form contains several fields: "Room Number:" with a text input containing "1010"; "* Room Status:" with a dropdown menu showing "Cleaning"; "First Name:" with an empty text input; "Last Name:" with an empty text input; "Guest Account:" with an empty text input; "Guest Category Code:" with an empty text input; "Guest Credit Money:" with an empty text input; "* Arrival Date:" with two buttons: "Select date" (with a calendar icon) and "Select time" (with a clock icon); "* Expected Departure Date" with two buttons: "Select date" (with a calendar icon) and "Select time" (with a clock icon); "Language:" with a dropdown menu showing "Default"; and "* Call Privileges:" with a dropdown menu showing "Internal". At the bottom, there are "Cancel" and "OK" buttons.

Check-in Window

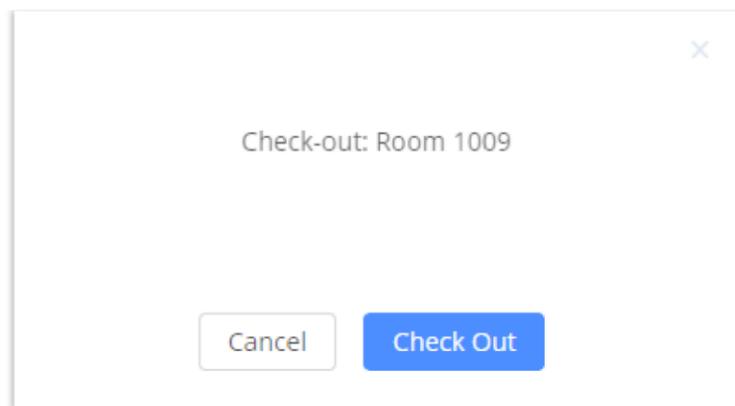
- The Hotel staff member defines the Room Status from the drop-down menu, Fills in the mandatory fields that are: The Arrival date, Expected Departure date, and Call Privileges.
- The Hotel staff member can also fill in the optional fields such as the first and last name of the Customer, Guest Account, Guest Category Code, Guest Credit Money, and Language.
- Finally, Click on "OK" and the Check-in status will be set to "Checked-in"

Check-out Procedure

Once a customer has left the property, the status of the room should change to "Not Checked-in" by Default, In Order to do that Click on the Icon

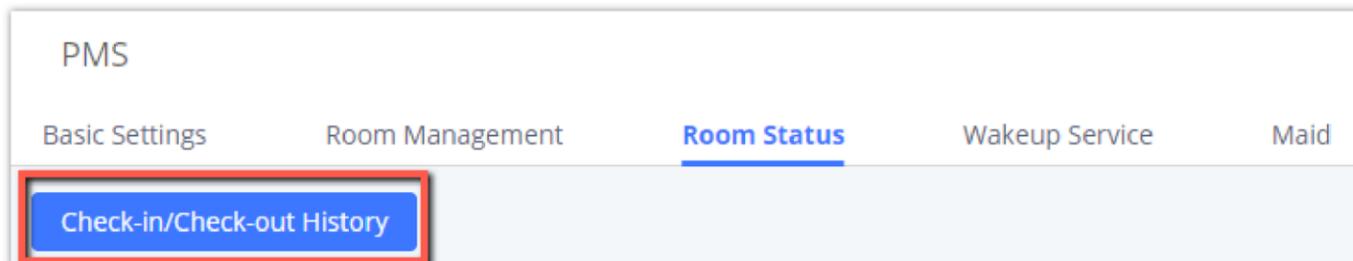


and then Click "OK"



Check-in and Check-out History

You can check the records of Check-in/Check-out actions by clicking on the **Check-in/Check-out History** as shown in the screenshot below :

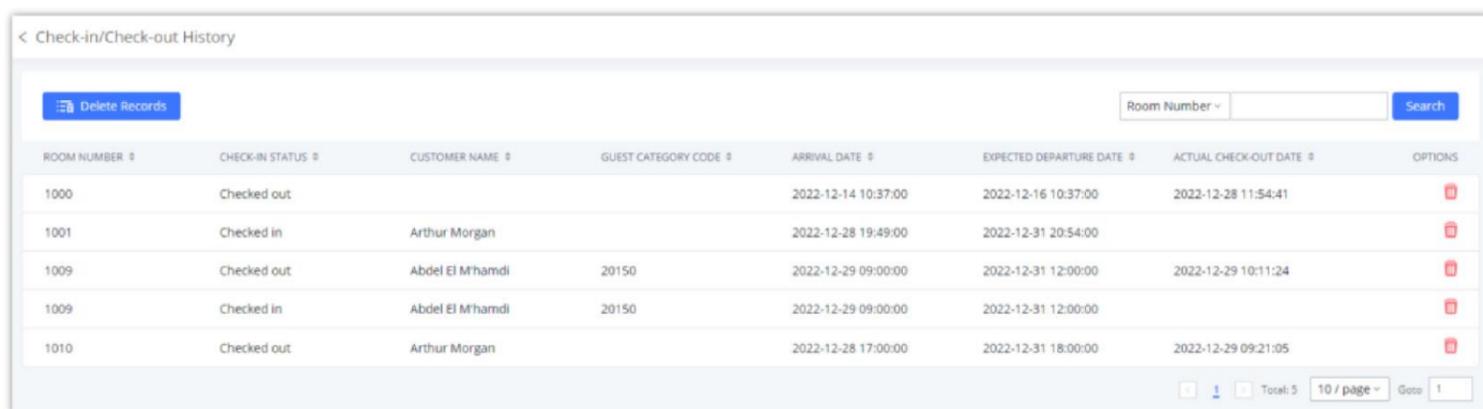


Check-in/Check-out Records

Once on the Check-in-Check-out History page, you can choose to delete a specific entry by clicking the icon  next to the Record.

You can also search for a specific entry in the search filter, you can search by Room Number, Customer name, Arrival date, or Actual Check-Out date.

To delete all the records, Click on the **Delete Records** icon.



Delete Records

Note

Once the Delete records button is pressed , all the Check-in/Check-out History Records are deleted immediately without a confirmation pop-up

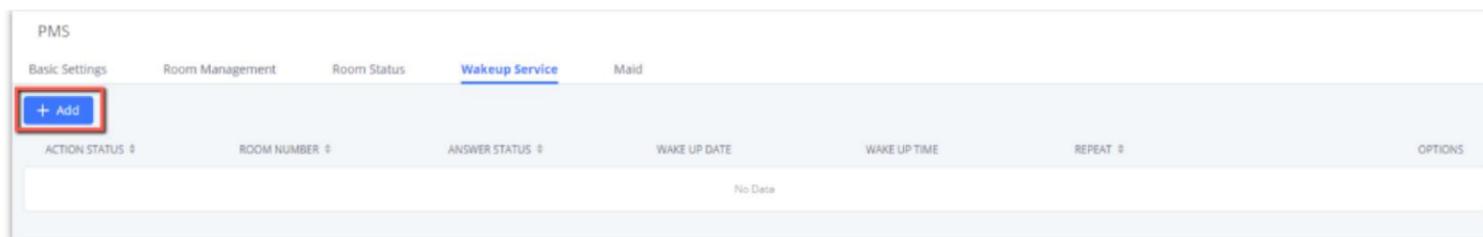
Wake-up Service

In some cases, guests will request the hotel staff to wake them up at a specific time, you can do that by configuring a wake-up time related to the room number of the guest, where the specific IP phone on that room will ring the extension related to the room number at that specific time, this option is supported on the integrated local PMS on the UCM63XX.

Wake-up service creation

The settings can be defined as follows :

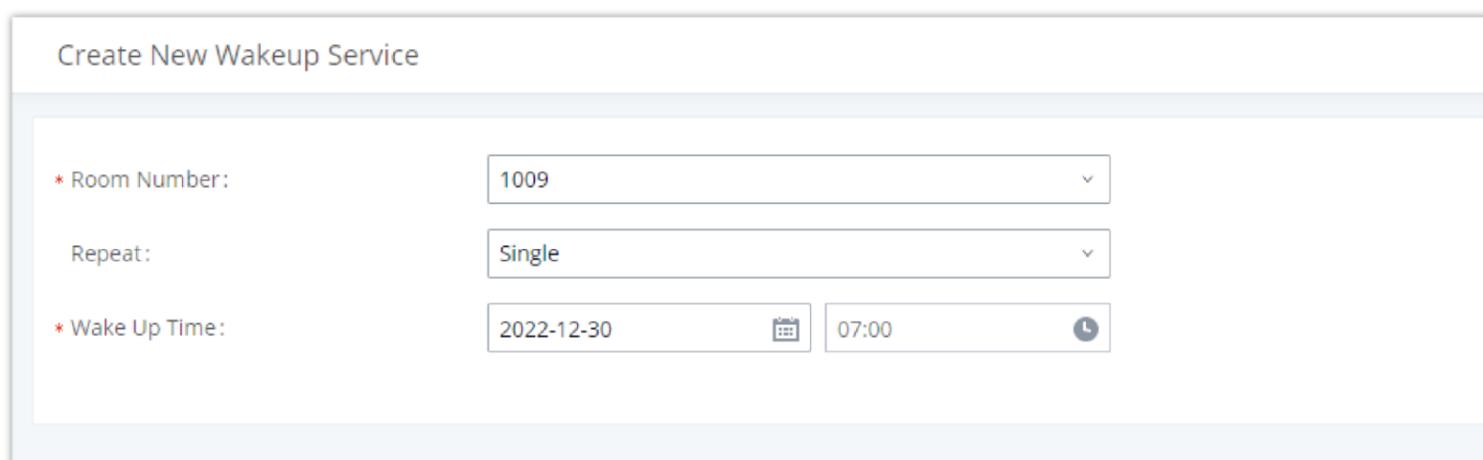
- Select the wake-up service Tab, Click **+ Add** to create a new wake-up schedule



Wakeup Service

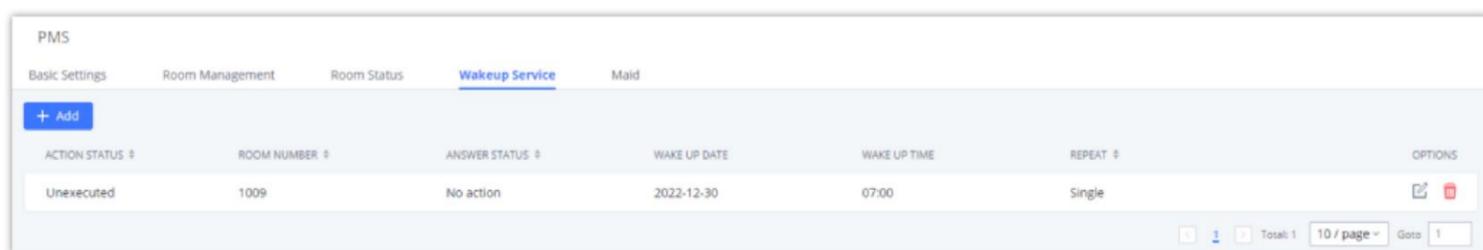
o The configuration consists of defining some attributes such as :

1. **Room number:** The room number on which the phone extension will ring at a specific time.
2. **Repeat Cadence:** Determines whether the wake-up service will be repeated daily or once
3. **Wake-Up Time:** Specifies the Exact wake-up time.



Create New Wakeup Service

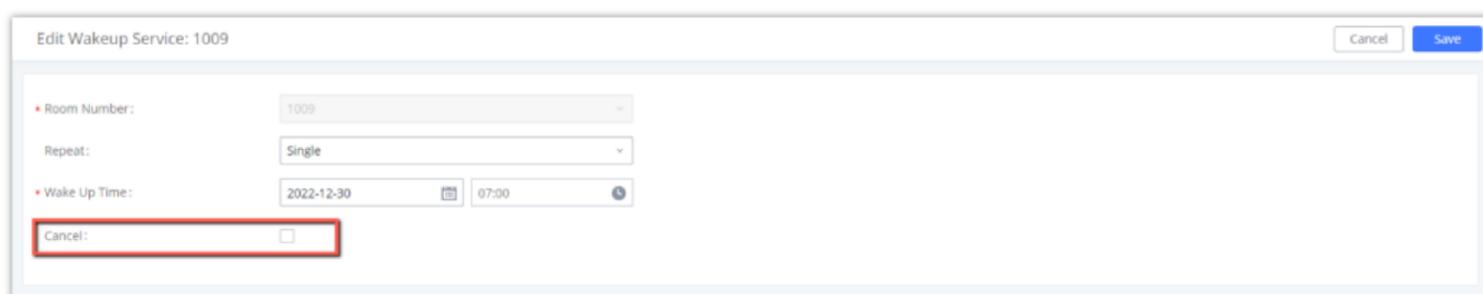
o Once saved, the status will be marked as shown below :



Wakeup Service

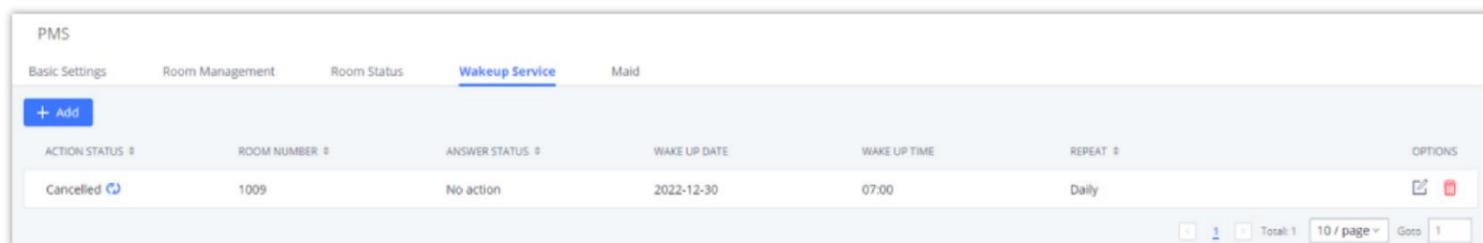
Wake-up service change

o In Order to change an already-defined wake-up service, Click the icon  , there will be an option to cancel the Wake-up service, if already defined, you can also change the Repeat cadence to daily if desired



Edit Wakeup Service

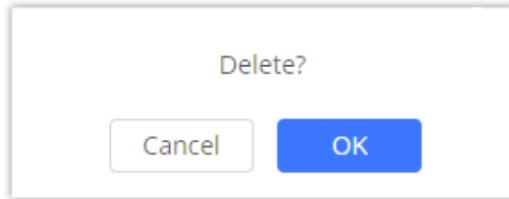
o The newly Displayed entry will be :



Cancelled Wakeup Service

Wake-up Service Deletion

- To delete a specific wake-up service, Click the icon , Confirm the deletion by Clicking “OK”



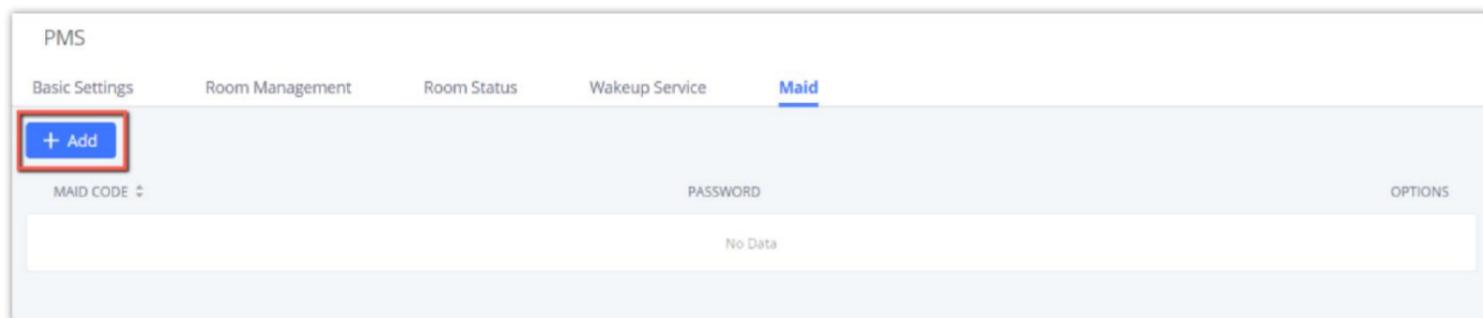
Delete Wakeup Service

Maid Service

The cleaning services in Hotels and properties can be managed thanks to the Maid service configuration option, this can be done by assigning a specific code and password to each available maid, these credentials will be used by the maids to change the status of the room to “Cleaning” or “Cleaned” by entering the specific PMS feature code followed by their credentials on the IP phone related to the Room number, this will help the Property manager to control the current state of the rooms, the specific person that was responsible for the cleaning task and also to enhance security protocols.

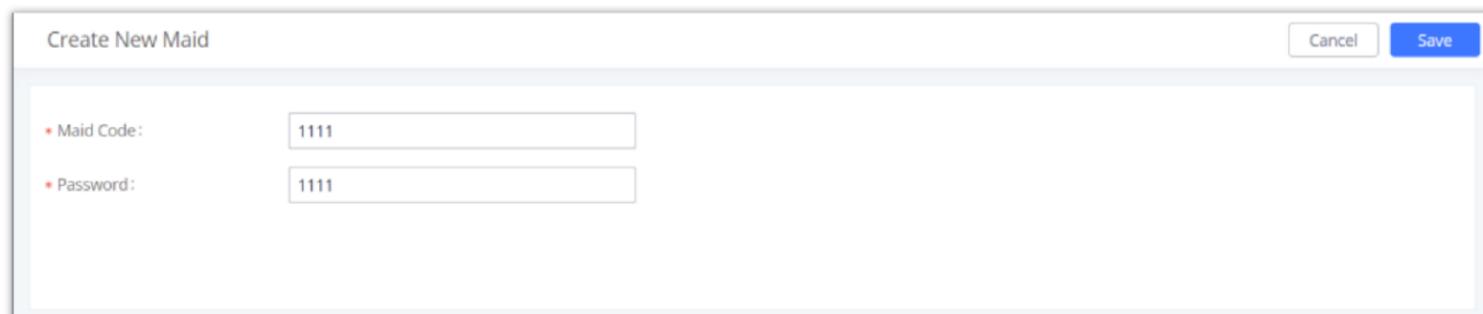
In order to configure the Maid service on the UCM63XX :

- Click on the Maid Tab of the Local PMS, Then Click  to add new Maid credentials



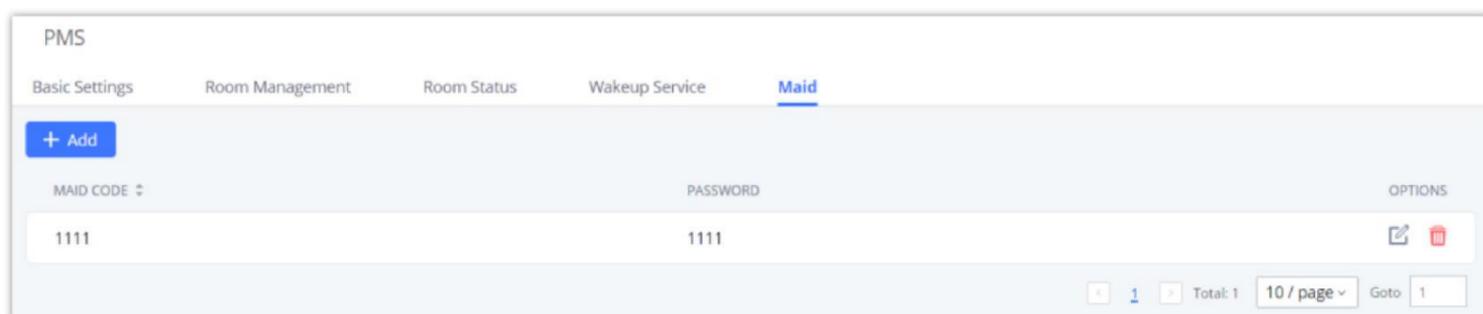
Add a New Maid

- Add the Maid code and Password



Maid Settings

- Once confirmed, Click save and the Maid credentials will be displayed on the main page



Maid

The Maid credentials defined on the UCM are unique and can be linked to any available room defined on the Room management with the corresponding Extension, this can be done by setting up a feature code specific to each Maid credential.

PMS Feature codes

The Local PMS service includes a pre-defined feature codes section exclusive for the PMS actions such as :

- PMS Wakeup service
- Update PMS Room Status
- PMS Remote Wake-up Service

The feature codes can be accessed on the UCM, by accessing **Call features=> FeatureCodes => Feature Codes** tab.

| PMS | | | |
|---------------------------|----------------------------------|-------------------------------------|-------------------------------------|
| • PMS Wakeup Service: | <input type="text" value="*35"/> | <input checked="" type="checkbox"/> | • PMS Remote Wakeup Service: |
| • Update PMS Room Status: | <input type="text" value="*23"/> | <input checked="" type="checkbox"/> | <input type="text" value="*37"/> |
| | | | <input checked="" type="checkbox"/> |

PMS Feature Codes

These feature codes are dialed from the endpoint available in the hotel room or from the reception to trigger a specific action, these actions are communicated by an IVR system in the IP phone to give the user options to choose which action to perform exactly,

We will distinguish between the available options available for each action individually

PMS Wakeup Service

The PMS Wakeup Service can be accessed by dialing the feature code *35. PMS Wakeup Service can be added, updated, activated, or deactivate based on the choices given by the IVR system, pressing a specific number can trigger the corresponding action.

For example, the IVR will be programmed to prompt the user to press “1” to add a wake-up service, Press “2” to update a wake-up service, Press “3” to activate a wake-up service, or Press “4” to deactivate a wake-up service

Update PMS Room Status

The status of the Room can be updated in two ways

1. Dial the room status feature code + maid code, listen to the prompt and then dial the appropriate key for the desired room status, this will trigger an IVR response asking you to choose either “Room Cleaning service” by clicking “1”, or Room repair service by clicking “2”

Example: A maid with maid code 0001 dials *230001, listens to the room status options prompt, and then dials 1 to change room status to **Available**.

2. Dial room status feature code*maid code*desired room status option key to quickly change the room status without needing to go through the system voice prompts.

Example: Maid with maid code 0001 dials *23*0001*1 to change room status **Available**, that is in the case where the maid already knows the corresponding codes for each room status

PMS Remote Wakeup Service

Dial this code to add, update, activate, and deactivate the PMS wakeup service for other extensions. this feature is used in the reception to manage many endpoints at the same time, to do that you can enter the Room’s Extension number followed by the Pound “#” key.