

Grandstream Networks, Inc.

UCM63XX

Local PMS Guide



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 has 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 to integrate 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

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 Call Rate Wakeup Service

PMS Module: Local PMS

Wakeup Prompt: Wake Call [Upload Audio File](#)

Room Status Update Prompt: Default Room Status Update Pro... [Upload Audio File](#)

Back Up Voicemail Recordings:

Sync Guest Name to Phone:

Automatically Clear Phone Call History: None

Automatically Clear Wakeup Calls: None

Automatically Clear Wave Chat History: None

Automatically Reset User/Wave Password:

Review Bill at Check-Out:

Currency Unit: Dollar: \$

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	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 : <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 Phone Call History	Configures whether or not the call history of phones will be automatically cleared upon check-in or check-out. Currently only supported on Grandstream phones. <ul style="list-style-type: none"> ● None: Call history will not be deleted after checking-in or checking-out. ● Check Out: Call history will be delete when the guest checks-out.

	<ul style="list-style-type: none"> ● Check In: Call history will be delete when a new guest checks-in.
Automatically Clear Wakeup Calls	<p>Scheduled wakeup calls for rooms can be cleared upong 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. ● Check In: The wake up calls assigned to a guest will be cleared when a new client checks in.
Automatically Clear Wave Chat History	<p>If enabled, room Wave chat history will be automatically cleared upon check-in or check-out.</p>
Automatically Reset User/Wave Password	<p>If enabled, the User/Wave password of the room extension will be automatically reset to a random password upon check-out.</p>
Review Bill at Check-Out	<p>If enabled, a pop-up window with all the charges will appear during guest check-out for reviewing purposes.</p>
Currency Unit	<p>The currency unit for the call rate. These are the supported options which you can choose from:</p> <ul style="list-style-type: none"> ● American Dollar ● Euro ● Sterling Pound ● Yen ● Won ● Hong Kong Dollar ● Australian Dollar ● Canadian Dollar ● Baht ● Singapore Dollar ● Swiss Franc ● Swedish Krona ● Danish Krone ● Norwegian Krone ● New Zealand Dollar ● South African Rand ● Brazilian Rial ● Indian Rupee ● Russian Ruble ● Vietnamese Dong ● Polish Zolty ● Czech Koruna ● Turkish Lira ● Custom: Enter the currency unit.

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

PMS

Basic Settings **Room Management** Room Status Call Rate Wakeup Service Mini Bar Housekeeper

+ Add Room Delete Selected Rooms **+ Batch Add Rooms**

<input type="checkbox"/>	Address ↕	Room Number ↕	Extension ↕	Call Privileges	Check-In Status ↕	Options
<input type="checkbox"/>	1000	1000	1000	Internal	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	

Total: 6 < 1 > 10 / page Goto

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

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:

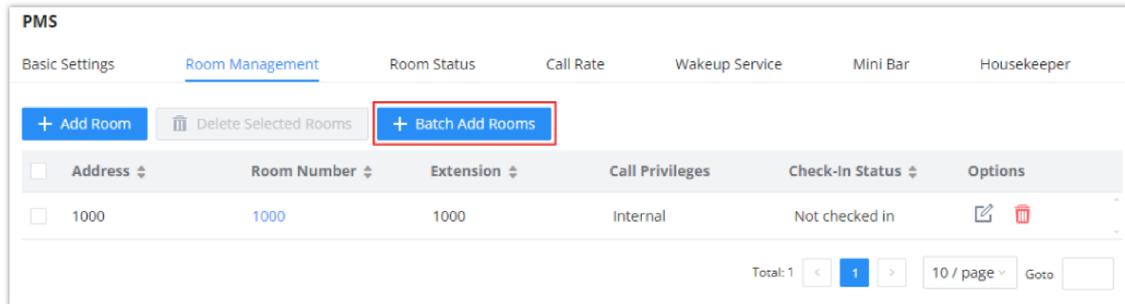
- Internal**
- Local
- National
- International

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

Click on "Batch Add Rooms"



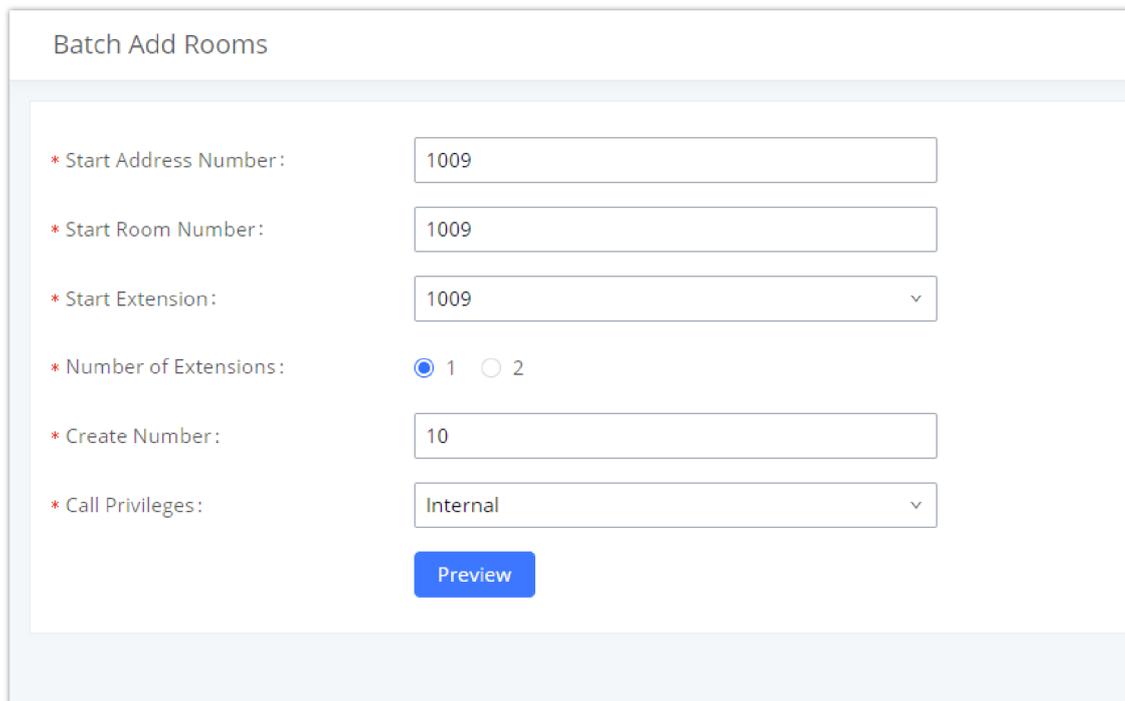
The screenshot shows the PMS interface with the 'Room Management' tab selected. The 'Batch Add Rooms' button is highlighted with a red box. Below the navigation bar is a table with the following data:

Address	Room Number	Extension	Call Privileges	Check-In Status	Options
1000	1000	1000	Internal	Not checked in	 

At the bottom right, there is a pagination control showing 'Total: 1', a page number '1', and '10 / page'.

Batch Add Rooms

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



The 'Batch Add Rooms' configuration page includes the following fields and options:

- * Start Address Number:
- * Start Room Number:
- * Start Extension:
- * Number of Extensions: 1 2
- * Create Number:
- * Call Privileges:

A blue 'Preview' button is located at the bottom of the form.

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:

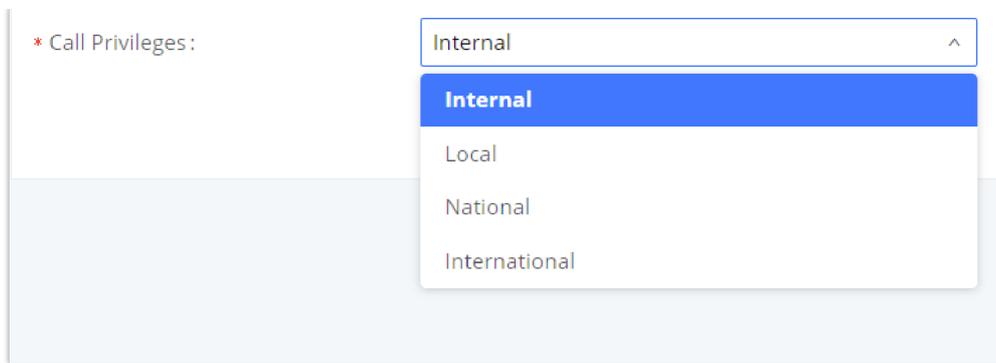
[Preview](#)

Batch Add Rooms

Notes

- o Please note that if the user is using "Batch Add Rooms", he/she can only add 100 rooms at a time.
- o Please note that the number of 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 [Preview](#). The previewing will be displayed as 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 Call Rate Wakeup Service Mini Bar Housekeeper

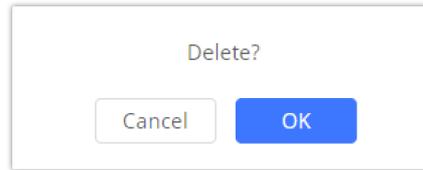
[+ Add Room](#) [Delete Selected Rooms](#) [+ Batch Add Rooms](#)

<input type="checkbox"/>	Address	Room Number	Extension	Call Privileges	Check-in Status	Options
<input type="checkbox"/>	1000	1000	1000	Internal	Not checked in	Edit Delete
<input type="checkbox"/>	1001	1001	1001	Internal	Not checked in	Edit Delete
<input type="checkbox"/>	1002	1002	1002	Internal	Not checked in	Edit Delete
<input type="checkbox"/>	1003	1003	1003	Internal	Not checked in	Edit Delete
<input type="checkbox"/>	1004	1004	1004	Internal	Not checked in	Edit Delete
<input type="checkbox"/>	1005	1005	1005	Internal	Not checked in	Edit Delete

Total: 6 [<](#) [1](#) [>](#) 10 / page [Goto](#)

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 :

+ Add Room 🗑 Delete Selected Rooms + Batch Add Rooms						
<input checked="" type="checkbox"/>	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 🗑 Delete Selected Rooms button to perform the action.

To delete all rooms, select all available rooms then click 🗑 Delete Selected Rooms

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.
 - By clicking the icon  you can check the fees that have been billed for a guest during his/her stay. Note: This icon appears only when the room status is "Checked in".

PMS

Basic Settings Room Management Room Status Call Rate Wakeup Service Mini Bar Housekeeper

[Check-In/Check-out History](#) [Custom Room Status Codes](#)

Room Number	Check-In Status	Check In / Check Out	Room Status	Customer Name	Guest Category	Options
1000	● Checked in	Check Out	Available			
1001	● Not checked in	Check In	Not checked in			
1002	● Not checked in	Check In	Not checked in			
1003	● Not checked in	Check In	Not checked in			
1004	● Not checked in	Check In	Not checked in			
1005	● Not checked in	Check In	Not checked in			

Total: 6 [1](#) 10 / page [Goto](#)

Room Status

Custom Room Status Codes

The user can customize the existing room statuses or add more statuses along with the corresponding name. The user can customize the status code to up to 16-digit code. To customize room status, please click on [Custom Room Status Codes](#)

PMS > Custom Room Status Codes [Cancel](#) [Save](#)

Please change the Room Status Update Prompt accordingly if the status codes and their respective room status have been modified.

[Reset All](#)

Press 1	Status Code	<input type="text" value="1"/>	Room Status	<input type="text" value="Available"/>	
Press 2	Status Code	<input type="text" value="2"/>	Room Status	<input type="text" value="Cleaning"/>	
Press 3	Status Code	<input type="text" value="3"/>	Room Status	<input type="text" value="Repairing"/>	
Press 4	Status Code	<input type="text" value="4"/>	Room Status	<input type="text" value="Vacant"/>	
Press 5	Status Code	<input type="text" value="5"/>	Room Status	<input type="text" value="Dirty"/>	
Press 6	Status Code	<input type="text" value="6"/>	Room Status	<input type="text" value="Closed"/>	

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Custom Room Status Codes

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 housekeeper code that is defined on the housekeeper service tab.

PMS > Modify Room Status

* Address	<input type="text" value="1000"/>
* Room Number	<input type="text" value="1000"/>
* Extension 1	<input type="text" value="1000"/>
* Extension 2	<input type="text" value="None"/>
* Check-In Status	<input type="text" value="Checked in"/>
* Room Status	<input type="text" value="Available"/>
First Name	<input type="text" value="Arthur"/>
Last Name	<input type="text" value="Morgan"/>
Guest Account	<input type="text"/>
Guest Category Code	<input type="text"/>
Guest Credit Money	<input type="text"/>
* Arrival Date	<input type="text" value="2024-03-12"/> <input type="text" value="19:00"/>
* Expected Departure Date	<input type="text" value="2024-03-14"/> <input type="text" value="20:00"/>
Housekeeper	<input type="text" value="Default"/>

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 :

Check In
✕

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.

Room Number:

* Room Status:

First Name:

Last Name:

Guest Account:

Guest Category Code:

Guest Credit Money:

* Arrival Date:

* Expected Departure Date:

Language:

* Call Privileges:

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"

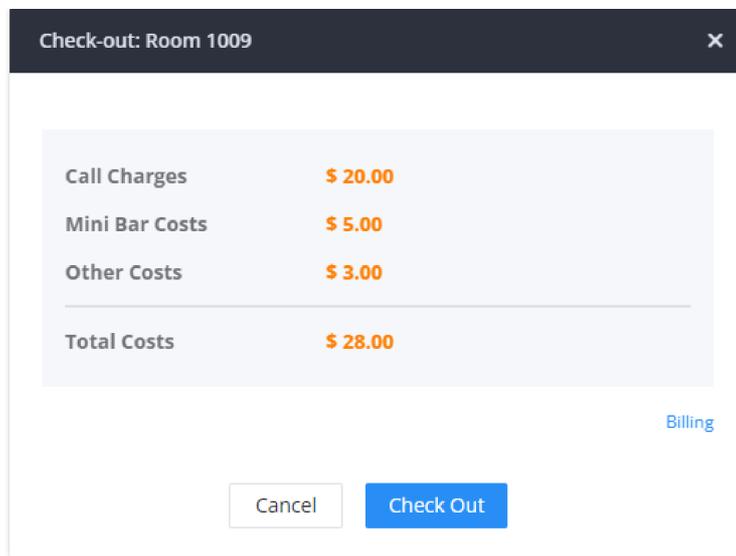
Check-out Procedure

Once a customer has left the property, the status of the room should change to "Not Checked-in" by Default. To do that Click on the icon Check Out and then Click "OK"

✕

Check-out: Room 1009

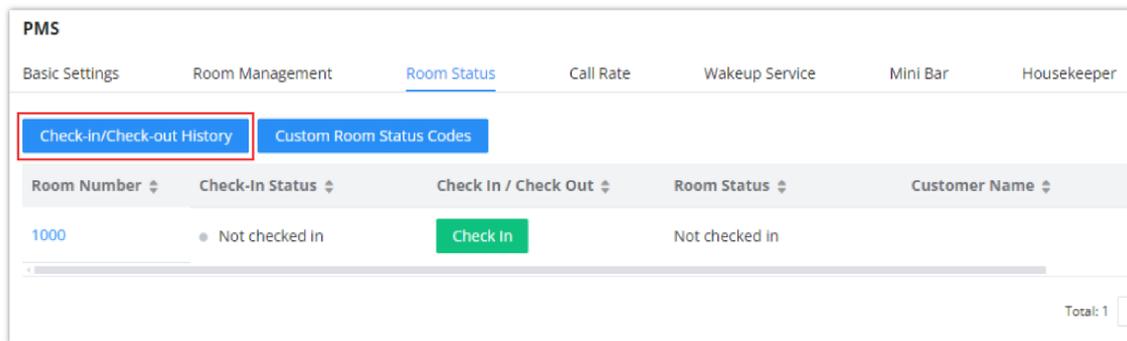
If "Review Bill at Check-Out" has been activated, billing information will appear when the user clicks on the "Check-out" button.



Billing Upon Check-Out

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 :

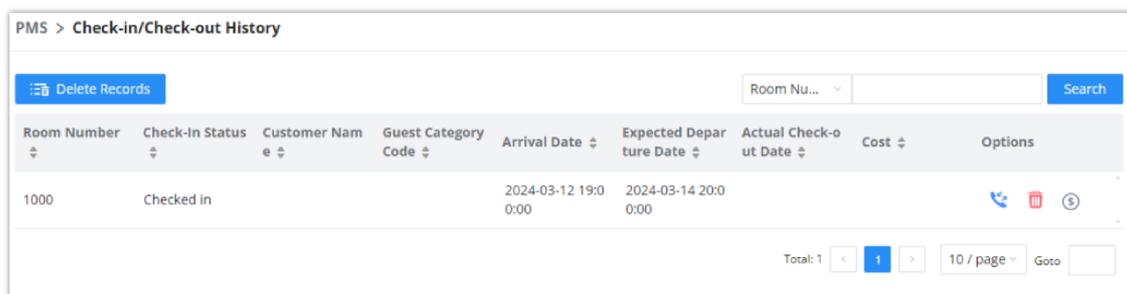


Check-in/Check-out Records

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

Check-in Fees

To check the fees that have been billed for a guest during his/her stay, the user may access the web UI of the PBX, navigate to Integrations > Room Status, and click on the button .

PMS

Basic Settings Room Management Room Status Call Rate Wakeup Service Mini Bar Housekeeper

Check-in/Check-out History Custom Room Status Codes

Room Number	Check-In Status	Check In / Check Out	Room Status	Customer Name	Options
1002	● Checked in	Check Out	Available	John Doe	🏠 💰

Total: 1 < 1 > 10 / page Goto

Room Status – Check-in Fees

PMS > Billing

Room Number 1009 Checked in Billing Date 2024-03-11 - Now

Call Charges	\$0.2
Mini Bar Costs	\$5.25
Other Costs	\$0
Total Costs	\$5.45

Remark

▼ **Call Charges \$0.2** [Call History >](#)

Cost	Call from	Call to	Start Time	Talk Time
\$ 0.2	1009	92000	2024-03-11 14:11:20	0:01:29

▼ **Mini Bar Costs \$5.25**

Cost	Item Name	Number of	Tax rate (%)	Logger	Record Time
5.25	Chocolate_Bar	1	5	5478	2024-03-11 18:08:00

Billing

On this page, can view the charges for calls which are billed automatically. The mini bar costs are billed by the housekeeper, and for any additional costs, the user can bill them in the **Other Costs** section by entering the fee manually and adding a description to it.

Call Rate

Call Rate is an option that defines the cost of the calls emitted by the guests. To set up this feature properly, the administrator should create a call rate configuration for different types of calls, the call rates apply based on the prefix used for the call emitted. For example, if the administrator wants to create a call rate for national calls, he/she can set a call rate configuration with a prefix that corresponds with an outbound route pattern. In this example, the outbound route allows emitting national calls, thus, the national call rate will apply. We will use this example for the configuration.

On "Basic Settings", choose the currency of the billing as shown in the figure below.

PMS

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

PMS Module

Wakeup Prompt [Upload Audio File](#)

Room Status Update Prompt [Upload Audio File](#)

Back Up Voicemail Recordings

Sync Guest Name to Phone

Automatically Clear Phone Call History

Automatically Clear Wakeup Calls

Automatically Clear Wave Chat History

Automatically Reset User/Wave Password

Review Bill at Check-Out

Currency Unit

Billing Currency

Create Call Rate

1. To create a Call Rate, please access the web UI of the PBX, then navigate to **Integrations > PMS > Call Rate**.

PMS

Basic Settings Room Management Room Status [Call Rate](#) Wakeup Service Mini Bar Housekeeper

[+ Add Rate](#) [Delete Selected Rate](#)

<input type="checkbox"/>	Sequence	Prefix	Starting Cost	Starting Time (seconds)	Rate	Billing Unit (sec)	Options
No data							

Call Rate

Add Call Rate
✕

$Call\ Charge = Starting\ Cost + Rate \times Billing\ Unit$

Prefix

Starting Cost

Starting Time (seconds)

* Rate

* Billing Unit (sec)

Add Call Rate

Prefix	Enter the prefix to be used for outgoing calls that should correspond with an outbound route pattern. If left blank, outgoing calls will not require a prefix, and any number can be dialed.
Starting Cost	Configure the device role. When set as a media server, This UCM's PBX-related features will be disabled.
Starting Time (seconds)	Sets the starting time period for call billing. If the length of a guest's external call does not exceed the starting time, only the starting cost amount will be charged. Example: If the starting cost is set to 0.2, and the starting time is set to 60, the first 60 seconds of a call will be charged a flat amount of 0.20 dollars (or other currency). If the starting time is set to 0 instead, the first 60 seconds will be free.
Rate	Sets the billing rate of a call after the starting time period has ended. This is used with Billing Unit (sec) to calculate the cost of a call (Rate x Billing Unit = Telephone Cost).
Billing Unit (sec)	Sets the billing unit used after the starting time period has ended. This is used with Rate to calculate the cost of a call (Rate x Billing Unit = Telephone Cost). Partial units are rounded up (e.g., If the billing unit is set to 60 seconds, and the call lasted 90 seconds (1.5 units), the guest will be billed for 120 seconds (2 units)).

- Once the call rate has been added, please add an outbound route with a pattern that matches the prefix set for the call rate and a number of digits that correspond to national calls. For the sake of simplicity, we are assuming that a national number consists of 4 digits. We have added a pattern of 5 digits, with the prefix set as a fixed number.

Outbound Routes > Edit Outbound Rule: Rule_1

General

* Outbound Rule Name Disable This Route

* Pattern Privilege Level

Warning: Setting privilege level at "Internal" has potential security risks.

Outbound Rule

- The prefix is used only to allow the caller to use this outbound route, therefore it should not be sent as a part of the caller ID. To do that, we need to strip it from the caller ID sent by the UCM through the trunk. To do that, we will set the

outbound route to strip one digit before sending the caller ID.

Main Trunk

* Trunk

Strip

Prepend

Outbound Rule – Strip

Call Rate Priority

The administrator can create multiple call rates with different and unique prefixes, then he/she can use the sorting buttons to sort the call rates based on the priority. The call rates at the top of the list are considered to have a higher priority than the ones at the bottom, therefore, they will apply first, given that they have a common digit in the prefix.

The figure below represents different call rates, and based on the order of the call rates on the list, we can infer that the call rate with the prefix 9 has a higher priority than the call rate with the prefix 99, therefore, the former will apply first when dialing a number with the prefix 9 and the first digit of the phone number happens to be 9 as well.

PMS

Basic Settings Room Management Room Status Call Rate Wakeup Service Mini Bar Housekeeper

[+ Add Rate](#) [Delete Selected Rate](#)

<input type="checkbox"/>	Sequence	Prefix	Starting Cost	Starting Time (seconds)	Rate	Billing Unit (sec)	Options
<input type="checkbox"/>	1				1	60	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	2	9			20	20	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	3	8			50	60	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	4	99			66	60	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Total: 4 < 1 > 10 / page Goto

Call Rate Sorting

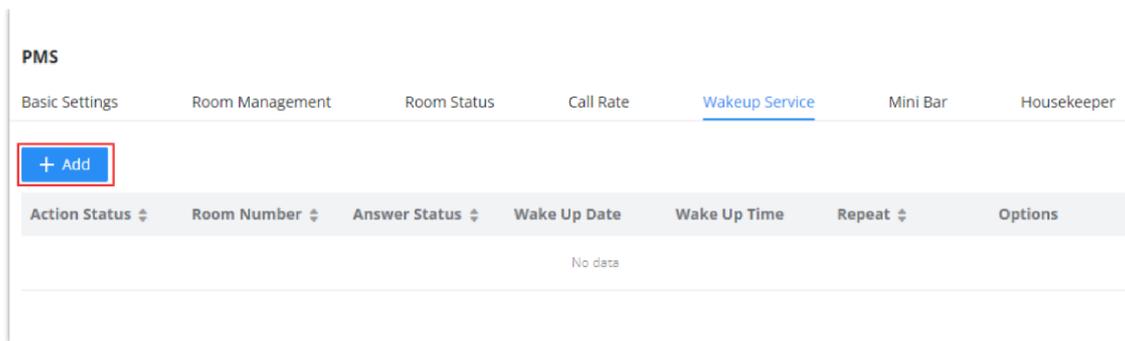
Wake-up Service

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

- 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 a New Wakeup Service

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

Action Status	Room Number	Answer Status	Wake Up Date	Wake Up Time	Repeat	Options
Unexecuted	1000	No action	2024-03-12	09:00	Single	

Total: 1 < 1 > 10 / page Goto

Wakeup Service

Wake-up service change

- 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.

PMS > Edit Wakeup Service: 1000

* Room Number

Repeat

* Wake Up Time

Cancel

Edit Wakeup Service

- o The newly displayed entry will be :

PMS

Basic Settings Room Management Room Status Call Rate Wakeup Service Mini Bar Housekeeper

Action Status	Room Number	Answer Status	Wake Up Date	Wake Up Time	Repeat	Options
Cancelled	1000	No action	2024-03-12	09:00	Single	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Total: 1 10 / page Goto

Canceled Wakeup Service

Wake-up Service Deletion

- o To delete a specific wake-up service, Click the icon and confirm the deletion by Clicking "OK"

Delete?

Delete Wakeup Service

Mini Bar

The mini bar feature allows billing for the goods consumed by the guest during his/her stay. The housekeeper can dial the feature code configured for "Increase Mini Bar Usage Code" or "Decrease Mini Bar Usage Code" to bill the goods.

PMS

Basic Settings Room Management Room Status Call Rate Wakeup Service Mini Bar Housekeeper

Enable Mini Bar

Increase Mini Bar Usage Code

Decrease Mini Bar Usage Code

Global Tax Rate (%)

Prompt [Upload Audio File](#)

Skip Housekeeper and Password Authentication

Enable Multi-Item Billing

[+ Add Purchasable Items](#)

Code	Name	Price (\$)	Tax rate (%)	Options
101	Chocolate_Bar	5	5	✎ ✖

Total: 1 < 1 > 10 / page Goto

Mini Bar

Enable Mini Bar	If enabled, feature codes can be used to increase and decrease usage of Mini Bar items.
Increase Mini Bar Usage Code	Dial this code + the item code to increase usage of the Mini Bar item for billing purposes.
Decrease Mini Bar Usage Code	Dial this code + the item code to reduce usage of the Mini Bar item for billing purposes.
Global Tax Rate (%)	Set the tax rate and configure it for an additional tax charge. If no personal tax is configured for a commodity, the global tax rate of the Mini Bar will prevail.
Prompt	This tone will be played when a housekeeper dials a number to enter the Mini Bar and can be used to indicate the corresponding goods code.
Skip Housekeeper and Password Authentication	If enabled, the default housekeeper code is 0000.
Enable Multi-Item Billing	If enabled, users can enter multiple goods in a single call by separating each good code with star (*).

Add Purchasable Items

The administrator can add new purchasable items to the Mini bar by clicking [+ Add Purchasable Items](#) button, the following window will appear:

Create New Purchasable Items
✕

* Code

* Name

Price (\$)

Tax rate (%)

Cancel
OK

Code	Enter the item code. Note: Digits only (2-18 digits). Required field
Name	Enter the item name. Note: Required field. 64 characters max.
Price (\$)	Enter the item price. Note: Up to 12 characters.
Tax rate (%)	Enter the tax rate. Note: Digits (between 0 and 100) and . only.

In the example given above, the housekeeper should dial the code 01 to bill an item or 00 to remove an item from the bill. Once that number is dialed, the housekeeper will be prompted to enter his/her code along with the password, then the housekeeper can enter the code of the item to either add or retract from the bill.

When an item is added to the bill, the user can view it by navigating to **Integration > Room Status**, and then clicking on the

1009
● Checked in
Check Out
Available
John Marston

Check Billing Information

PMS > Billing

Room Number **1009** Checked in Billing Date **2024-03-11 - Now**

Call Charges	\$0.2
Mini Bar Costs	\$5.25
Other Costs	\$0
Total Costs	\$5.45

Remark

▼ **Call Charges \$0.2** [Call History >](#)

Cost	Call from	Call to	Start Time	Talk Time
\$ 0.2	1009	92000	2024-03-11 14:11:20	0:01:29

▼ **Mini Bar Costs \$5.25**

Cost	Item Name	Number of	Tax rate (%)	Logger	Record Time
5.25	Chocolate_Bar	1	5	5478	2024-03-11 18:08:00

Billing Information

Housekeeper

The cleaning services in hotels and properties can be managed using the Housekeeper service configuration option, this can be done by assigning a specific code and password to each available housekeeper, these credentials will be used by the housekeepers 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.

To configure the housekeeper service on the PBX:

1. Click on the housekeeper of the Local PMS, Then Click to add new housekeeper credentials
2. Add the housekeeper code and password

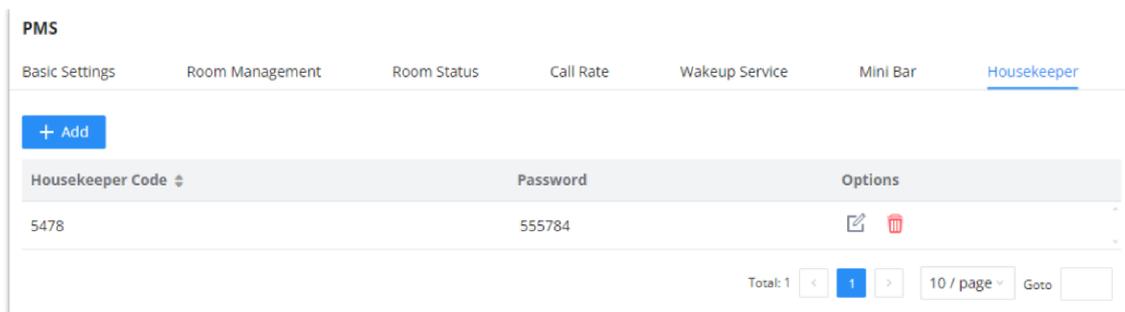
PMS > Create New Housekeeper

* Housekeeper Code

* Password

Housekeeper Settings

- o Once confirmed, click save and the housekeeper credentials will be displayed on the main page.



Housekeeper

The housekeeper 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 housekeeper credential.

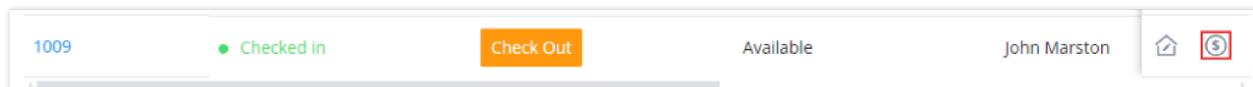
Retrieve Billing Information

When the guest wants to initiate a call, he/she needs to dial the number with the prefix configured in the outbound route. Per the example given in [Create Call Rate], if the user wants to initiate a call to the number 2000, the user needs to dial the number with the prefix 9 to be able to use the outbound route. The CDR entry below shows the number dialed and the trunk used.

Status	Call from	Call to	Action Type	Start Time	Call Time	Talk Time	Options
	"John Marston" 1009	92000 [Trunk: Grandstream]	DIAL	2024-03-11 14:11:20	0:01:37	0:01:29	-
	"John Marston" 1009	92000 [Trunk: Grandstream]	DIAL	2024-03-11 14:11:20	0:01:37	0:01:29	-

CDR Entry – Outbound Call

The administrator can check anytime the fees that are calculated for the calls that the guest has initiated. To check the billing for the calls, please navigate to **Integrations > PMS > Room Status**, then click on as shown below.



Room Billing Information

The billing information including the call charges along with the mini bar charges will be displayed as shown in the figure below.

Room Number **1009** Checked in

Billing Date **2024-03-11 - Now**

Call Charges **\$0.2**

Mini Bar Costs **\$5.25**

Other Costs **\$0**

Total Costs \$5.45

Remark

▼ Call Charges **\$0.2**

[Call History >](#)

Cost	Call from	Call to	Start Time	Talk Time
\$ 0.2	1009	92000	2024-03-11 14:11:20	0:01:29

▼ Mini Bar Costs **\$5.25**

Cost	Item Name	Number of	Tax rate (%)	Logger	Record Time
5.25	Chocolate_Bar	1	5	5478	2024-03-11 18:08:00

Cancel

Save

Billing Information

Review the bill at check out:

If the user has enabled "Review Bill at Check-out", the bill information will be displayed when checking out the guest.

PMS

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

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 Phone Call History: None ▼

Automatically Clear Wakeup Calls: None ▼

Automatically Clear Wave Chat History: None ▼

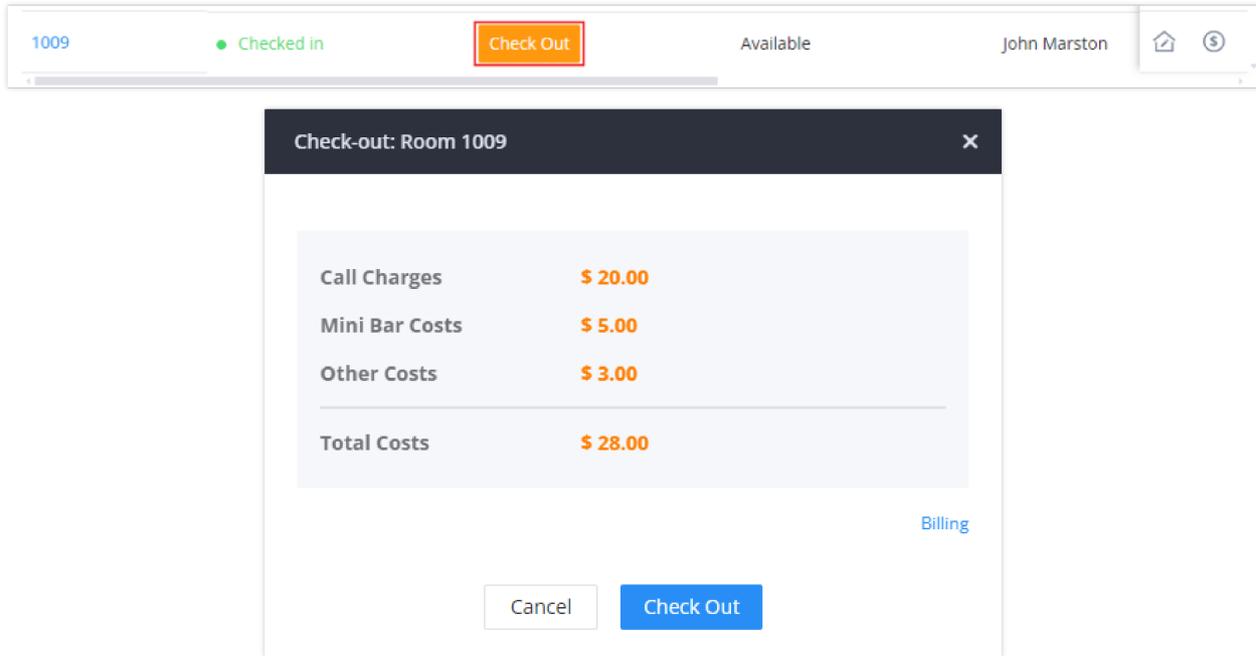
Automatically Reset User/Wave Password:

Review Bill at Check-Out

Currency Unit: Dollar: \$ ▼

Basic Settings – Review Bill at Check-out

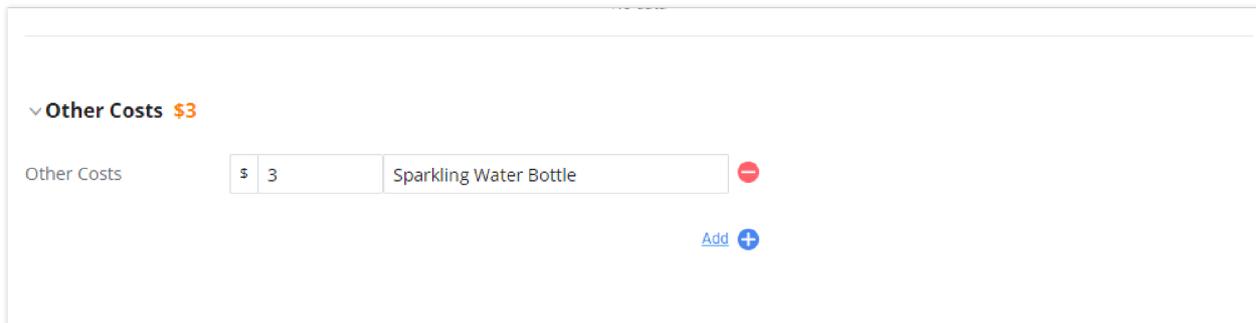
Clicking on the check-out button will display the billing information before finalizing the checking-out of the guest.



Billing Information

Other Costs

The user can bill costs that have not been covered by either the call rate or the minibar to the bill of the guest. To do that, the user can scroll down to the bottom of the billing page and add the costs manually as the figure below shows.



Other Costs

The user can add either one item or multiple items at the same time by entering the price and the description of the fee.

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> Feature Codes > Feature Codes** tab.



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.

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 deactivated 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 + housekeeper 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 housekeeper with the 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*housekeeper code*desired room status option key to quickly change the room status without needing to go through the system voice prompts.

Example: Housekeeper with housekeeper code 0001 dials *23*0001*1 to change room status **Available**, that is in the case where the housekeeper 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.

Need Support?

Can't find the answer you're looking for? Don't worry we're here to help!

[CONTACT SUPPORT](#)