

CLOUDBEDS MYFRONTDESK – CHAR PMSLINK

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1 char pmslink: What is it?

char pmslink is a software solution that acts as an intelligent **connector** to integrate myfrontdesk PMS with hundreds of hotel systems and/or equipment, such as:

- Communication Systems (PBX) | <https://charpmslink.com/integrations-pbx-systems/>
- IPTV systems | <https://charpmslink.com/integrations-iptv-systems/>
- Hotspot systems (WiFi) | <https://charpmslink.com/integrations-hotspot-systems/>
- Automation systems | <https://charpmslink.com/integrations-automation-energy-efficiency-systems/>
- Key Access Systems | <https://charpmslink.com/integrations-key-access-systems/>
- Guest Mobile Apps | <https://charpmslink.com/integrations-guest-mobile-app-systems/>
- Other systems | <https://charpmslink.com/integrations-hotel-equipment-systems/>

In this way, the hotel will be able to connect all the equipment and/or systems of the hotel through a single application, centralising the communication between myfrontdesk PMS and the rest of the connected equipment/systems.

2 Functionality of the integration

Depending on the hotel system/equipment to be integrated with myfrontdesk PMS, char pmslink will be able to make the integration between both systems to work as a unique system. myfrontdesk PMS will be able to connect to:

- ✓ **Telephone Systems (PBX)**
- ✓ **Hotspot Systems**
- ✓ **IPTV Systems**
- ✓ **Key Access Mobile Systems**
- ✓ **Other Systems**

TELEPHONE SYSTEMS (PBX)

- **Guest CHECK IN:** When Check-In is done, char pmslink will send information to the PBX in order to:
 - **Allow outgoing calls** in room
 - **Assign the Guest name** as the extension identifier, to identify the guest on the operator's display phone when guest call to reception.
- **Guest CHECK OUT:** When Check-Out is done, char pmslink will send information to the PBX to:
 - **Deny outgoing calls** (to avoid calls made by external people while the room is unoccupied).
 - Set name of extension to the default name.

- **ROOM STATUS:** Through the dialling of status codes (clean, dirty, inspected, ...) on the telephone terminal in the rooms by the maids, their status is updated in real time in the PMS system.
- **MINIBAR:** By dialling a code on the telephone terminal in the room by valets or maids, the consumption made by the guest is updated in time for billing purposes by the PMS and restocking control by minibar management tools. Minibar charges are sent to the PMS.
- **CALL ACCOUNTING:** The registration of outgoing calls made from the rooms is given to the PMS for invoicing purposes when guest checks out.
All phone calls made by the guest are sent to Cloudbeds PMS, with a corresponding price, to be invoiced at the time the guest checks out of the hotel.

Important: More and new functionalities will be added as they are requested.

HOTSPOT (Wi-Fi) SYSTEMS

- **AUTHENTICATION ON HOTEL WI-FI NETWORK:** Guests access the captive portal by identifying themselves with their first name/last name and room number, voiding the use of complex passwords.
- **INTERNET CHARGES:** Internet charges are automatically notified to Cloudbeds to be included in the guest's account for invoicing.

Important: More and new functionalities will be added as they are requested.

IPTV SYSTEMS

- **WELCOME MESSAGE:** Customise welcome message based on guest name and language.
- **TV CHARGES:** TV charges are sent to Cloudbeds to be invoiced at guest checks out.

Important: More and new functionalities will be added as they are requested.

KEY ACCESS MOBILE SYSTEMS

Allows the integration with several Key Access Mobile Systems, allowing the recording of mobile keys for door opening.

OTHER SYSTEMS

Using char pmslink, myfrontdesk can connect to any system already integrated by char, including:

- Automation systems
- Energy efficiency systems
- Voice & Multimedia
- Guest Mobile Apps
- Housekeeping
- Minibar

- GMAO
- BSM
- Etc.

<https://charpmslink.com/integrations-hotel-equipment-systems/>

Anyway, in case a system/equipment is not listed, char is always open to make new integrations with new systems. Please contact char (<https://charpmslink.com/contact/>).

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How to sign up to char pmslink?

char pmslink is a solution to integrate the PMS system with one or more systems, it cannot be activated immediately or autonomously by the property, so its implementation must be coordinated.

1. To start the implementation, the property must contact char and manage the contracting of the service through the following form: <https://charpmslink.com/request-offer/> or contacting directly to sales@char.es.
2. Once the service has been contracted, char's technician contacts the property to coordinate the necessary installation requirements.
3. char's technician performs the remote installation of the char pmslink solution and configures pmslink to activate the integration of the system that needs to connect to Cloudbeds myfrontdesk PMS (PBX, IPTV, Hotspot, Key Access system, ...), performing tests to ensure correct implementation.
4. Once the connection with the other system (PBX, IPTV, Hotspot, Key Access system, ...) has been made, char's technician and the property will agree on a date **to schedule the integration with Cloudbeds myfrontdesk PMS**, where a **link** will be sent to the property to activate the Cloudbeds integration with char pmslink at that time.
 - a. Once the link is executed by the property, the user must login to Cloudbeds myfrontdesk PMS and accept the request for this connection.
The user is redirected to a specific webpage located in charpmslink.com to generate the activation code (Auth Code) to continue the installation process of char pmslink. The user must complete the form.

Hello, thank you for choosing char pmslink.

Please, provide us the following information so that our technical department can setup the integration between Cloudbeds and char pmslink and you can start enjoying the functionalities it offers.

Hotel Name *

Contact Person *

Contact Email *

Privacy Policy *

I agree about [terms and policy privacy](#)

I accept that char pmslink send me product news (optional)

Submit

- b. A confirmation message is displayed, and an email is sent to the customer confirming that the request has been done:

Hello, thank you for choosing char pmslink.

Please, provide us the following information so that our technical department can setup the integration between Cloudbeds and char pmslink and you can start enjoying the functionalities it offers.

We have received your request. One of our technicians will contact you shortly to setup the integration.

- c. char's technician receives the activation code (Auth Code) automatically by e-mail to set up the connection between char pmslink and myfrontdesk PMS.
5. Tests are performed with the property to ensure that all works successfully.
 6. A one-week follow-up is carried out to check the correct functioning of all integrated systems.

4 char pmslink requirements

Technical Requirements

- For the integration with systems (PBX, IPTV, ...) installed locally in the hotel, char pmslink needs to be installed on a local PC.
PC requirements will depend on the complexity and integrated system. For the integration between a PMS and a standard system (PBX, IPTV, Hotspot, etc), it would be necessary for pmslink to have at least 1 GB HD, 1 GB RAM and a Windows7 or higher O.S on a non-dedicated PC (physical or virtual).
- Internet access will be necessary to allow char's technical department to carry out maintenance, installation, and the system start-up remotely.
- Call Prices: In case the case of the integration between myfrontdesk and a telephone system, char will need to receive information about the price of each type of call (local, mobile, special calls, free calls) in order to send call charges to myfrontdesk PMS to be invoiced at guest's check out.
- External system/equipment interface activated (PBX, Hotspot, IPTV, Key Access systems, ...)
- The cooperation of all involved systems (PBX, Hotspot, IPTV, ...) and hotel staff is necessary for testing and verification of the installation.

5 How to create an Item in Cloudbeds for charges

To allow the invoicing of calls made by guests, through the Telephone system (PBX) integrated with char pmslink, it is necessary to create a new item in your Cloudbeds account, so pmslink will be able to post the corresponding telephone charges.

In order to proceed, you would need to create the following item in your account:

In Cloudbeds PMS,

- 1- Go to **Items and Services** under Property Configuration section.
- 2- Open **Items and Services** tab.
- 3- Click on **+ New Item**.
- 4- Create a new item: **Phone charges**
- 5- Select > Services as **Item** Type.
- 6- Select **Category**: Uncategorized, include under an existing category or create a new specific category, e.g.: Phone (optional)
- 7- Select > This item does not have a price (prices will be updated by char when applicable).
- 8- Description > Enter an optional description (e.g.: Corresponding prices will be updated by char)
- 9- Save changes > Click Save item.
- 10- The item will appear in the list. You can re-order the list, edit the item, copy it or delete.

ADD NEW PRODUCT ✕

Item Name *
Phone Charges 🇺🇸 ENGLISH ?

Item Type * ?
SERVICES ▼

SKU * ? **Item Code** ?
449857 Item Code

Category › [Create New Category](#)
Uncategorized 🇺🇸 ENGLISH ?

Description

Notes are mandatory when adding this item to reservations or house accounts.

Price * ✓ This item does not have a price.

Apply Tax or Fee
NONE ▼ › [Create/Modify Tax or Fee](#)

Related Knowledge Base Article:

<https://myfrontdesk.cloudbeds.com/hc/en-us/articles/7707595111195-items-and-services-how-to-create-an-item-in-cloudbeds-pms>

NOTE: In case the charges are posted for by another system, such as a Hotspot or IPTV system, it would be necessary to create a new item to receive the charges from these other systems, following the same instructions but indicating the corresponding item name (Internet charges, IPTV charges, etc.).

6 How to disconnect char pmslink?

The customer notifies the termination of the service, char technical support will remotely connect to the PC where char pmslink is installed and deactivate the pmslink software.

All webhooks to Cloudbeds will be deleted and the App will be disconnected from Cloudbeds myfrontdesk PMS. No actions are needed from Cloudbeds site.

7 Getting support

Through web form: <https://charpmslink.com/helpdesk/>

Attended on working days, from Monday to Friday, from 9:00 to 18:00 hours (GMT+1). Languages: Spanish and English.

8 Sales contact

Please use the following form: <https://charpmslink.com/request-offer/> to request an offer or contact sales@char.es in case you have any doubts or questions.