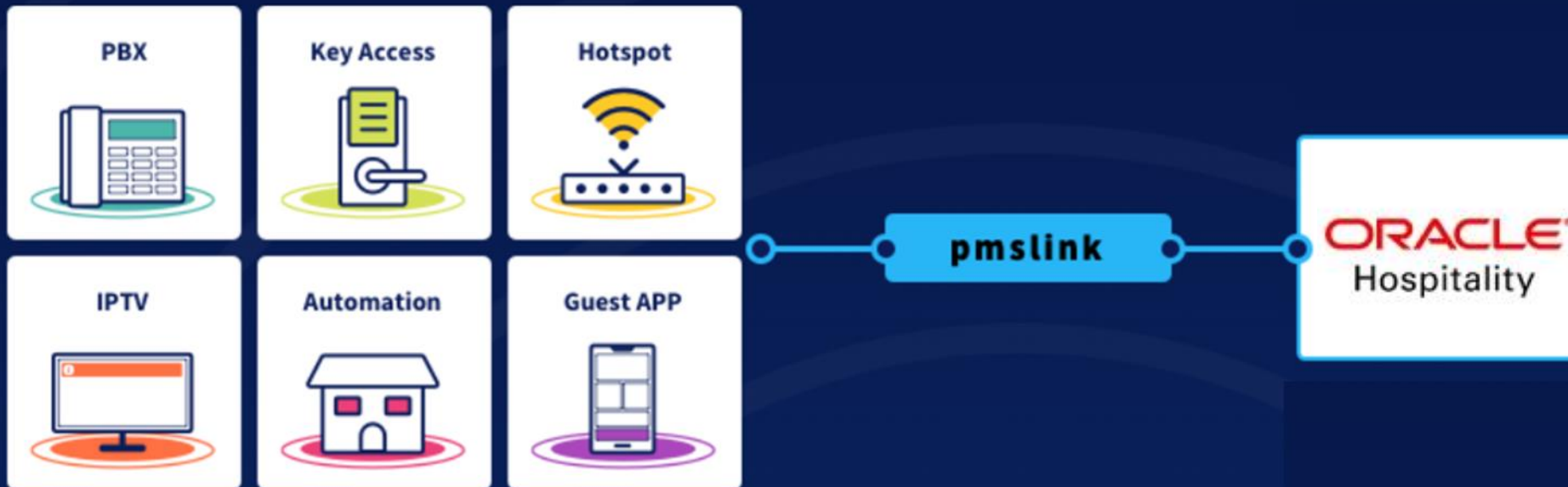


- ① Scope of the integration
- ② Opera link configuration
- ③ PMS system logs

Connect any device or system to Opera via pmslink



① Scope of the integration

Main features for PBX integration

- ✓ Control and invoice the phone calls made by guests.
- ✓ The guest name will be displayed on the Reception phone desk display.
- ✓ Allow or deny calls based on the occupancy of the room, avoiding calls made on unoccupied rooms.
- ✓ Wake up calls are sent from the PMS to the PBX system.
- ✓ Room update information are sent to the PBX.
- ✓ Room move actions are sent to the PBX.
- ✓ Maids will be able to send Housekeeping codes to Opera to notify the Room Status (clean, dirty).
- ✓ Maids will be able to send Minibar charges to Opera by dialling codes using the telephone in the room.
- ✓ ...

Oracle's certified interface

Opera 5 – Opera Cloud

Name	char – hmobile connect PMS IF by cHar Desarrollo de Sistemas, S.L.
Part nº	5001-258
Type	TMS/IF
FKT Logo	CNX

NOTE: <https://docs.oracle.com/en/industries/hospitality/ochti/F23596.pdf> (page 11)

SUITE8: S8-5001-258 / FIAS_CNX

② Opera link configuration

Through pmslink monitor:

- Start the pmslink Monitor ('Start' Windows menu \ 'All programs' \ 'char PMS link' \ 'PMS link Monitor')
- Go to the menu 'Links' to open the **Links** configuration window and on **PMS links**, select "Opera PMS (Oracle), PBX interface (TCPIP -RS232)"

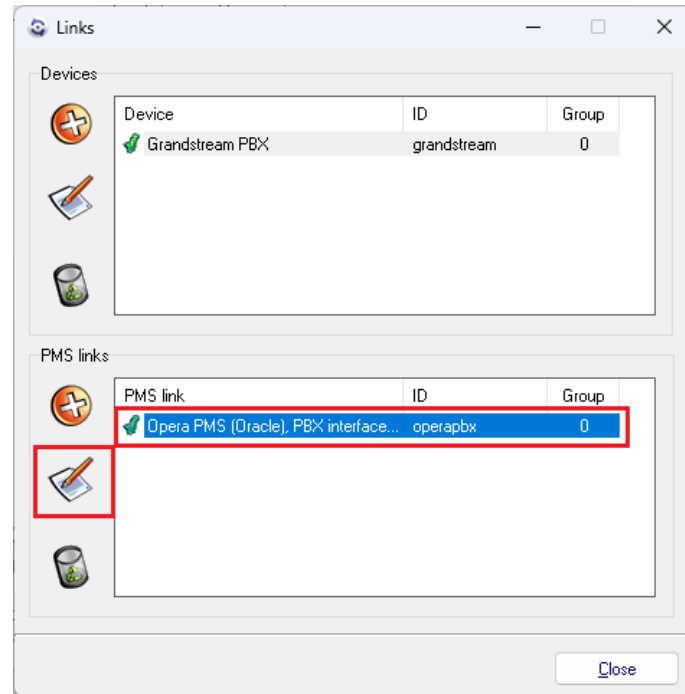
The screenshot shows the PMS link monitor interface with three windows open:

- PMS link 1.8.2.292 - monitor 1.4.3.181**: The main application window with the 'Links' menu item highlighted in the 'Service' dropdown.
- Links**: A configuration window with two sections:
 - Devices**: A table with columns 'Device', 'ID', and 'Group'. It contains one entry: 'Grandstream PBX' with ID 'grandstream' and Group '0'.
 - PMS links**: A table with columns 'PMS link', 'ID', and 'Group'. A red box highlights the '+' icon to add a new link.
- New PMS**: A dialog box for configuring a new PMS link.
 - PMS**: A list of PMS types. 'Opera PMS (Oracle), PBX interface (TCPIP - RS232)' is selected and highlighted with a red box.
 - Description**: A text area containing 'Connection with Opera PMS and Hospitality Suite8, PBX interface through TCPIP or RS232'.
 - Notes >>**: A link to view more details.
 - Name**: 'Opera PMS (Oracle), PBX interface (TCPIP - RS232)' (text is auto-filled).
 - ID**: 'operapbx' (text is auto-filled).
 - Group**: '0' (text is auto-filled).
 - Buttons**: 'Apply' and 'Cancel' buttons are at the bottom, with 'Apply' highlighted by a red box.

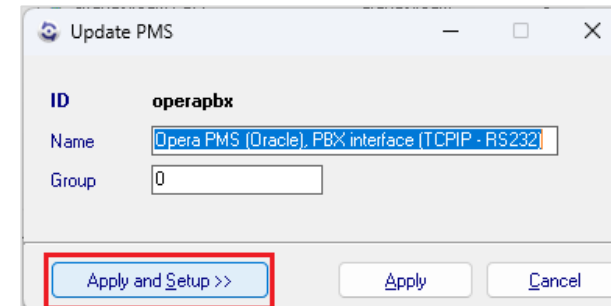
② Opera link configuration

Through pmslink monitor:

- Select Opera PMS in PMS links window and then the 'Edit' button

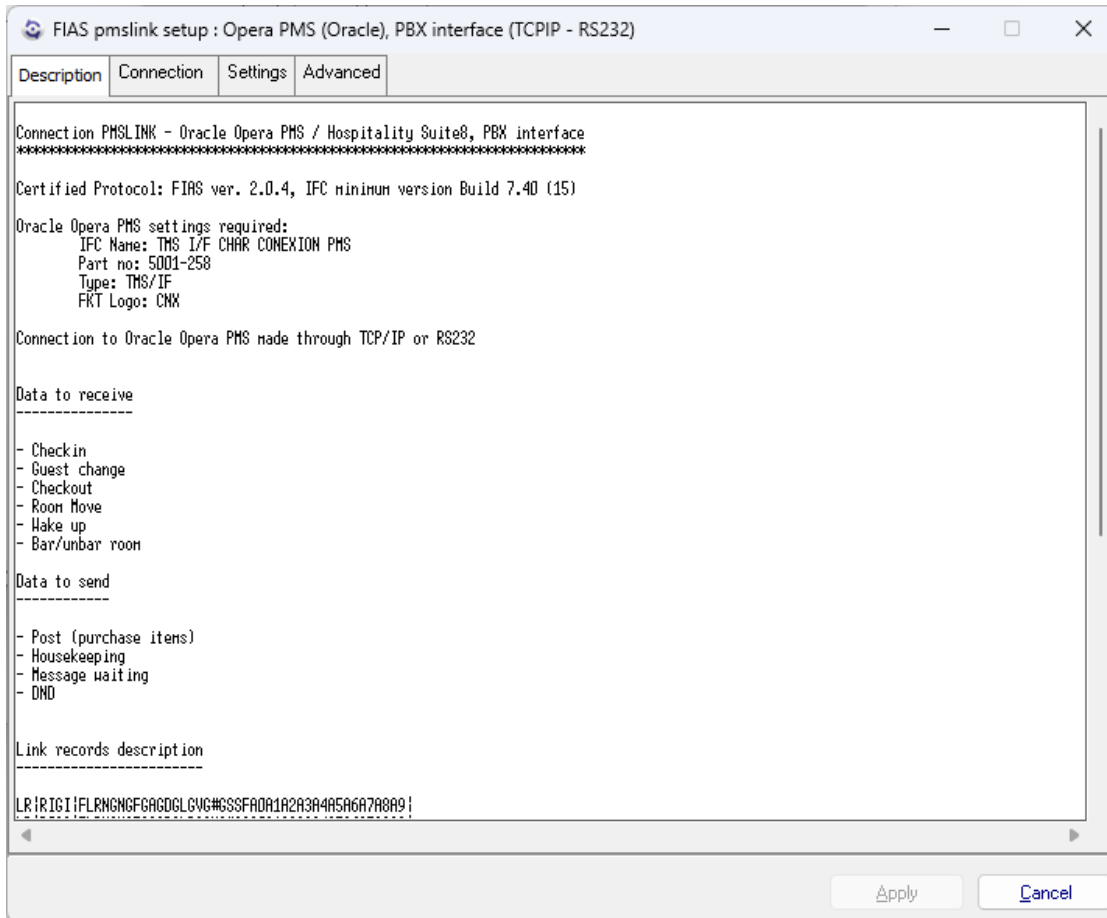


- Press 'Apply and Setup >>' button to access to the configuration screen



② Opera link configuration

- The configuration screen is displayed:



- **Description:** Notes to consider when this interface is used. Basic explanation of the scope of the interface.
- **Connection:** Configuration of the connection to Opera Server.
- **Settings:** Specific configuration for each installation.
- **Advanced:** Protocol used to integrate with Opera. No changes are needed/allowed in this section.

Connection Tab

- Configuration of the connection to Opera Server

FIAS pmslink setup : Opera PMS (Oracle), PBX interface (TCPIP - RS232)

Description Connection Settings Advanced

FIAS server address: <address>

FIAS server_port: 5020

Frequency (minutes, 5-60): 10

LE timeout (minutes): 120

Command ACK timeout (sec): 3

PA timeout (sec): 10

XC timeout (sec): 10

LR ACK timeout (sec): 10

Wait LA start timeout (sec): 20

Wait LS on connect timeout (sec): 20

CDM port: COM1

Baud rate: 4800

Data bits: 8

Parity: Ninguna

Stop: 1

Flow control: Software

Xon (ASCII): 17

Xoff (ASCII): 19

RX buffer: 32768

TX buffer: 1024

Apply Cancel

It must be specified the IP address and Port used by Opera. By default, the port is 5020 and does not need to be changed, except at the request of the Oracle technician.

In case a serial connection is required, the COM port used and the configuration of the port properties must be specified.

All other parameters do not need to be changed.

② Opera link configuration

Settings Tab

- Configuration of the connection to Opera Server

FIAS pmslink setup : Opera PMS (Oracle), PBX interface (TCPIP - RS232)

Description Connection **Settings** Advanced

Hotel ID: hotel

Active records

- Charges PBX
- Charges Minibar
- Charges TV
- Charges Internet
- Room status
- Guest service request
- Bill request
- Express checkout request
- Set wakeup
- Clear wakeup
- Execute wakeup
- Fail wakeup
- Guest messages

Room Status translation

Device code	FIAS code
<Dirty/Vacant>	1
<Dirty/Occupied>	2
<Clean/Vacant>	3
<Clean/Occupied>	4
<Inspected/Vacant>	5
<Inspected/Occupied>	6

Internet profile special ID: A0

Internet profiles:

Database Synchronization: Never

Send commands to specific devices

Booking Occupation (compatibility)

Message	DEVICEs (D1,D2). *NONE* NO send
Expected	*NONE*
Cancel	*NONE*
Update	*NONE*
Move	*NONE*
Check In	*NONE*
Check Out	*NONE*

Apply Cancel

- Hotel ID:** ID of the hotel. For some PBX systems, it must match the Site defined in the PBX configuration (for example: Grandstream).
- Active records:** Records to be used by the interface, no changes are needed.
- Room Status translation:** Translation of the room status codes received by the PBX to match with the codes used by Protel.
- Booking:** It must be assigned *NONE* in all fields.
- Occupation (compatibility):** Only used in case that exists several PBX systems connected to pmslink.

② Opera link configuration

Advanced Tab

- Configuration of the protocol used to connect to Opera. No changes are allowed in this section.

The screenshot shows a window titled "FIAS pmslink setup : Opera PMS (Oracle), PBX interface (TCPIP - RS232)". The window has four tabs: "Description", "Connection", "Settings", and "Advanced". The "Advanced" tab is selected. Below the tabs, there are three sub-tabs: "Link", "Records", and "Advanced settings". The "Link" sub-tab is active. In this sub-tab, there are two input fields: "Version" with the value "2.0.4" and "Interface name" with the value "PB". Below these fields is a section titled "Link Records" containing a list of alphanumeric strings:

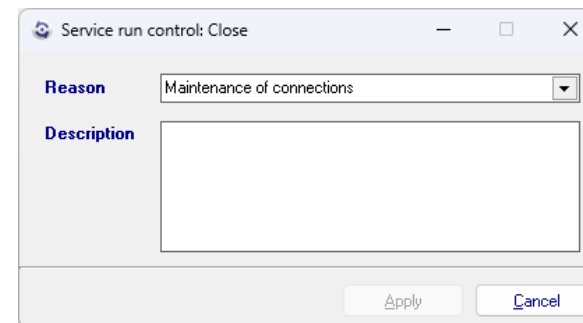
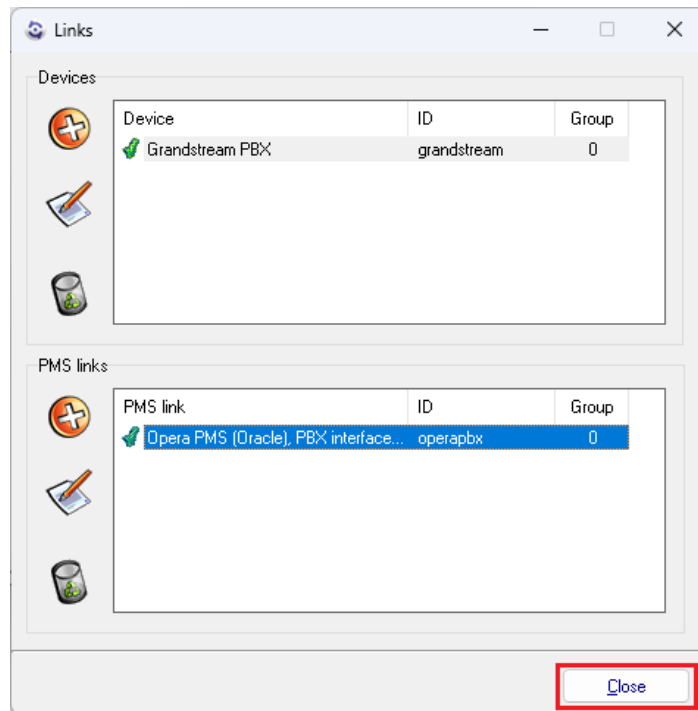
```
LRIRIGIFLRNGNGFGAGDGLGVG#GSSFA0A1A2A3A-
LRIRIGCIFLRNGNGFGAGDGLROGVG#GSA0A1A2A3
LRIRIGOIFLRNG#GSSF|
LRIRIREIFLRNPPCTCSMLDNRS#|
LRIRIWRIFLRNDAT|
LRIRIWCIFLRNDAT|
LRIRIWAIFLRNDATIAS|
LRIRIPSFILRNDATIDDDUPTTAMAM#|
LRIRIPAIFLRNDATIAS|
```

At the bottom of the window, there are two buttons: "Apply" and "Cancel".

② Opera link configuration

Applying the configuration

- Once the configuration is done, press 'Apply' button and 'Close' the configuration Links screen. If the service was running, a 'Service run control' screen will appear to indicate the reason of the Stop/Start of the service. Then press 'Apply' button and the service will be reinitialized. New configuration now is applied.



PMS device LOGS

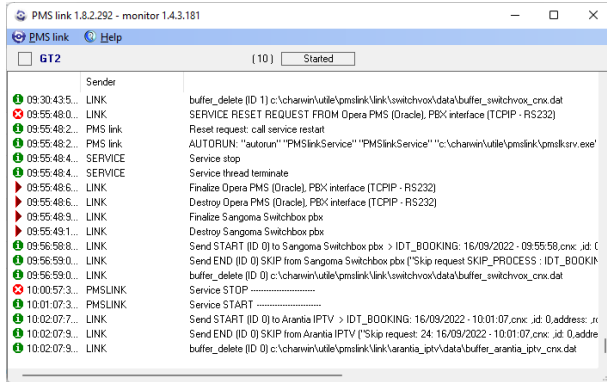
- Logs are recorded in the following folder: `C:\charwin\utile\pmslink\link\operapbx\trace`
 - `flow_operapbx_yyymmdd` TXT files are saved in this folder. Files can be opened with Notepad or similar tool.
 - The system records the last 30 days of information.

char pmslink communications LOGS

- Logs are recorded in the following folder: `C:\charwin\utile\pmslink\trace\pmslink`
 - `flow_pmslink_yyymmdd` TXT files are saved in this folder. Files can be opened with Notepad or similar tool.
 - The system records the last 30 days of information.

El sistema char pmslink genera logs de todas las conexiones gestionadas.

Log de comunicaciones pmslink:



En **pmslink Monitor**, se detallan los eventos sobre las comunicaciones entre dispositivos.

El registro se almacena en archivos logs. Son archivos de texto estándar. El log de comunicaciones pmslink se encuentra en:

- **Logs de comunicaciones pmslink:**
C:\charwin\utile\pmslink\trace\pmslink

Logs de dispositivos pmslink:



- **Logs del dispositivo integrado (PMS, IPTV, PBX, Hotspot, ...):**
C:\charwin\utile\pmslink\link\<PMS/Sistema/equipo>\trace

El uso de estos logs facilita la detección de incidencias, y el reporte de las mismas se deben realizar al soporte técnico de char: <https://charpmslink.com/helpdesk/>

Todos los archivos de logs son almacenados durante 30 días.