char pmslink

Training Guide for Protel PMS

Connect any device or system to Protel via pmslink
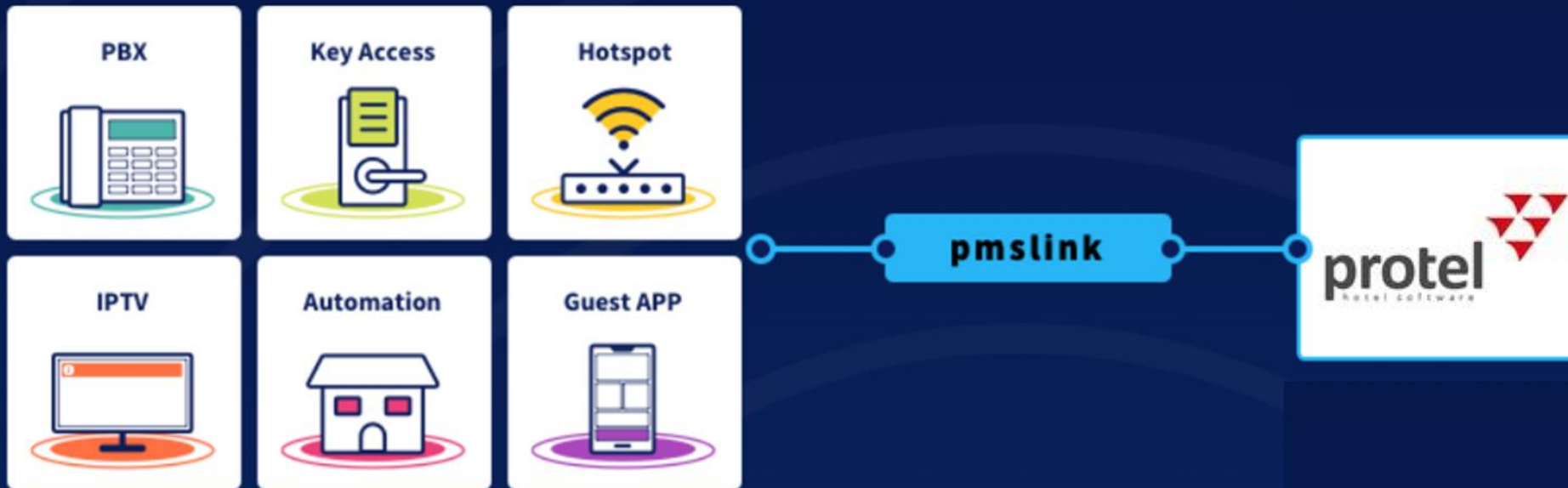
Main features for PBX integration

- ✓ 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 Protel to notify the Room Status (clean, dirty).
- ✓ Maids will be able to send Minibar charges to Protel by dialling codes using the telephone in the room.
- ✓ …

Protel's certified interface

Protel on-premise

| Name	char utile PBX

Certified interface: https://www.protel.net/integrations/smp-product/?product=ifc.char.char_utile_pbx
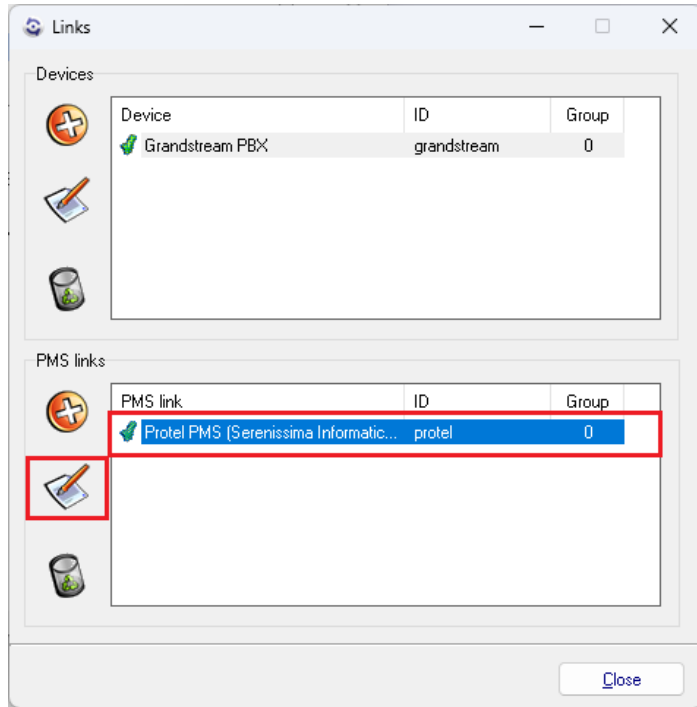
Protel Air : Not supported yet.

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 "Protel PMS (Serenissima Informatica), PBX, TV and HOTSPOT interface (TCPIP)"
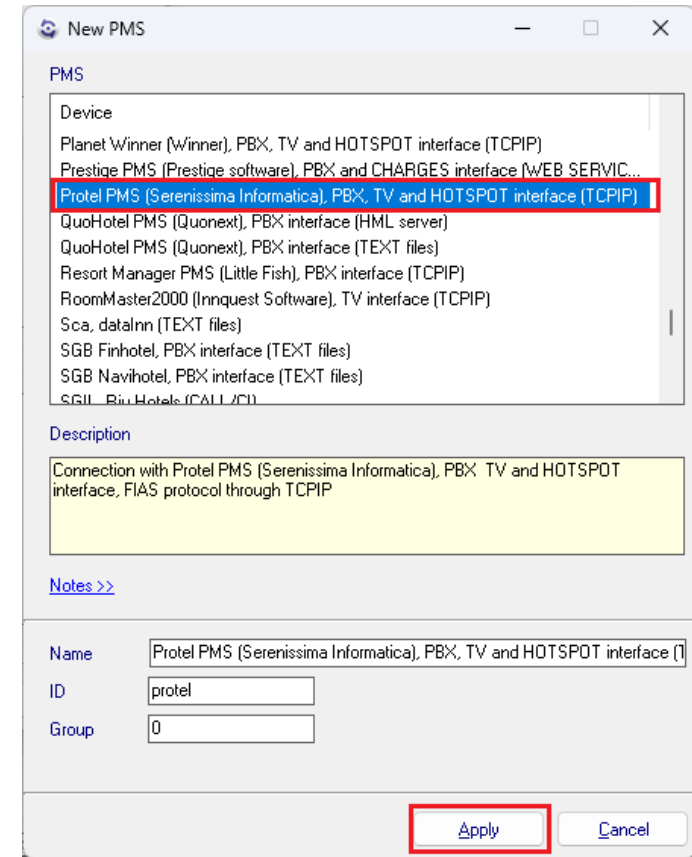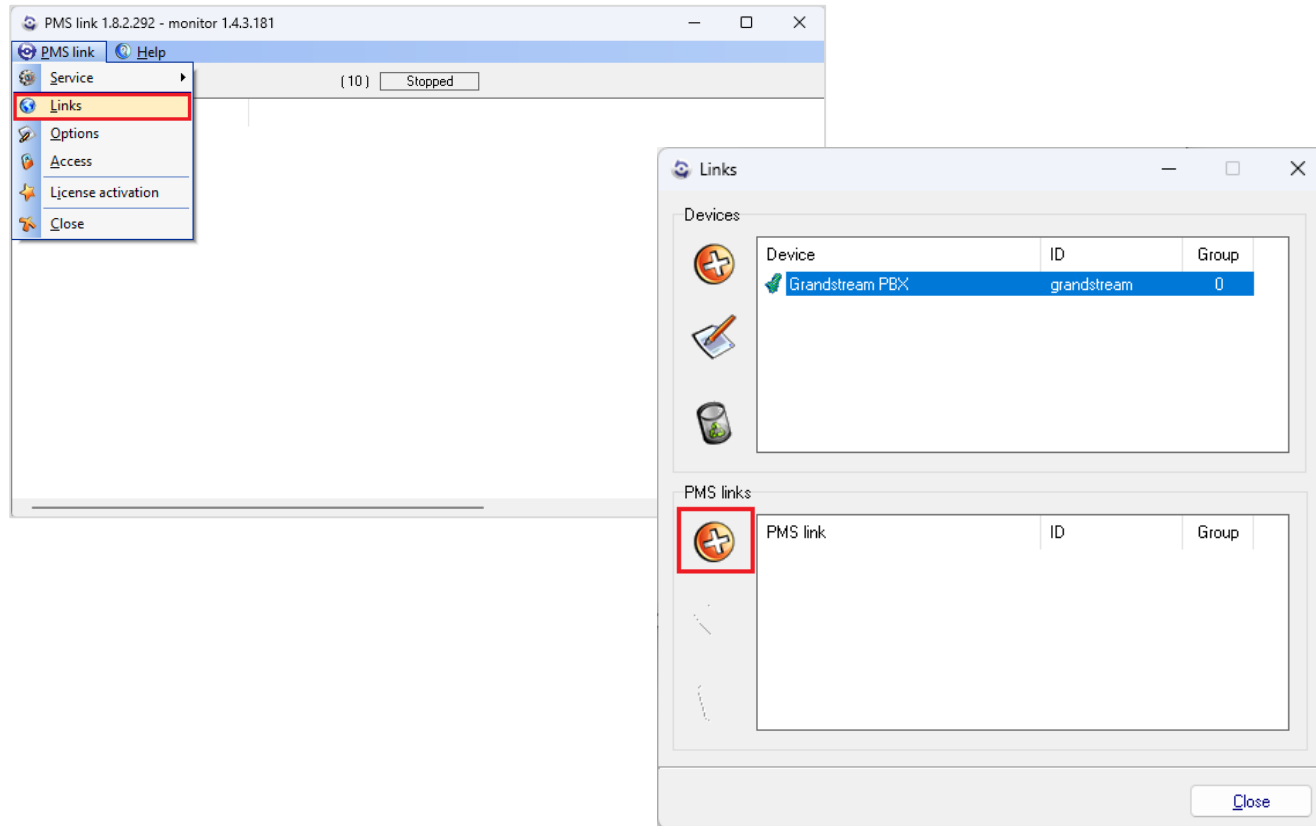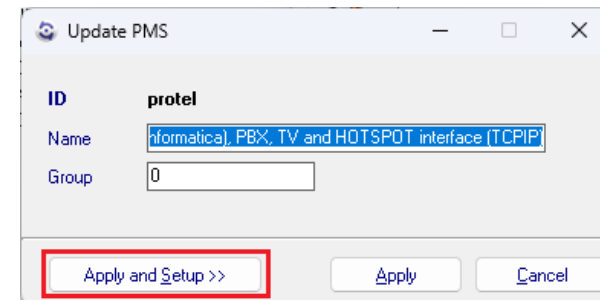
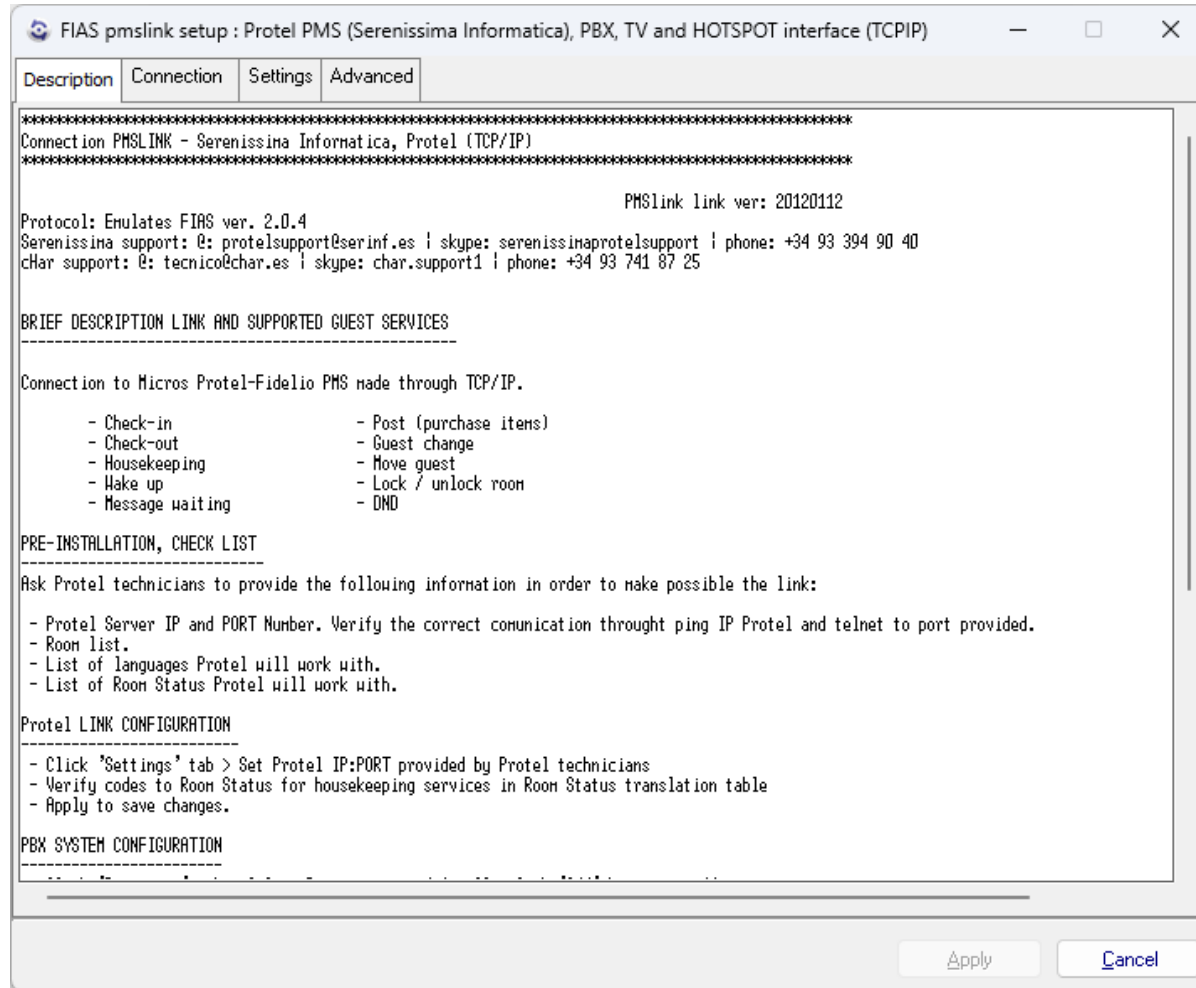- Select Protel PMS in PMS links window and then the 'Edit' button

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

- 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 Protel Server.

- ➢ **Settings**: Specific configuration for each installation.

- ➢ **Advanced**: Protocol used to integrate with Protel. No changes are needed/allowed in this section.

Connection Tab

- Configuration of the connection to Protel Server

It must be specified the IP address and Port used by Protel. By default, the port is 5020 but it can be changed according to Protel specifications.

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.

Settings Tab

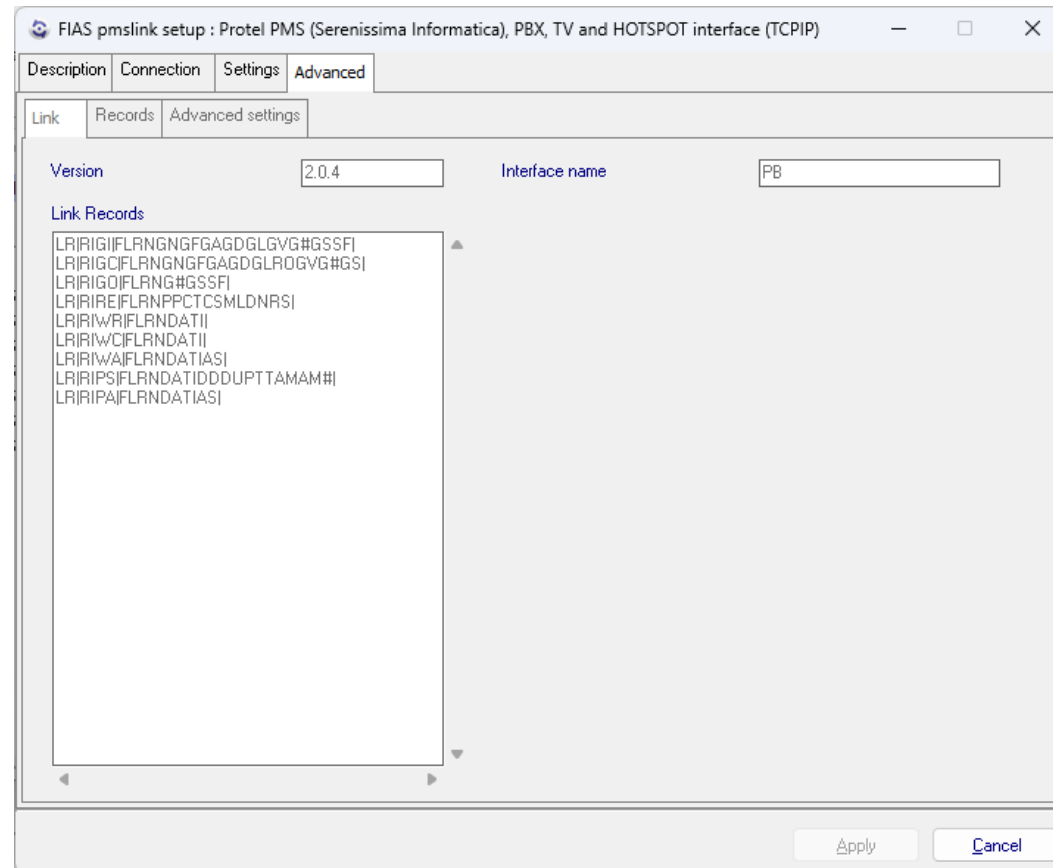- Configuration of the connection to Protel Server
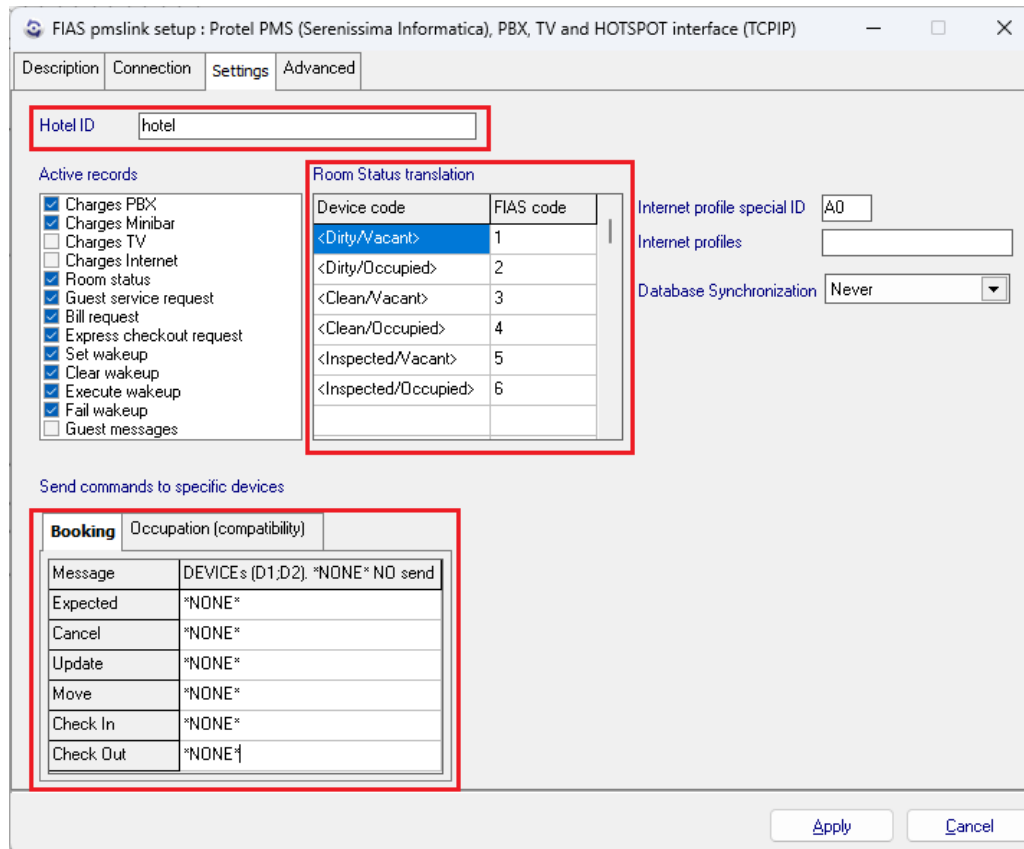
- **Hotel ID**: ID of the hotel.
  For some PBX systems, it must match the Site defined in the PBX configuration (for example: Grandstream).

- **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.

Advanced Tab

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

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.
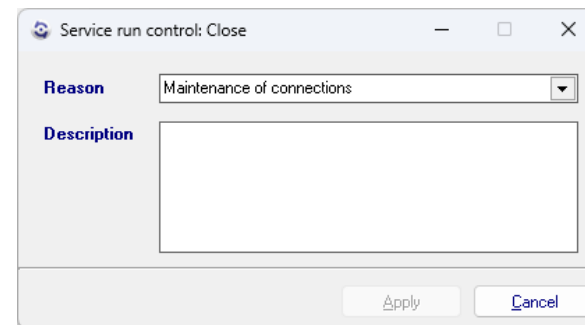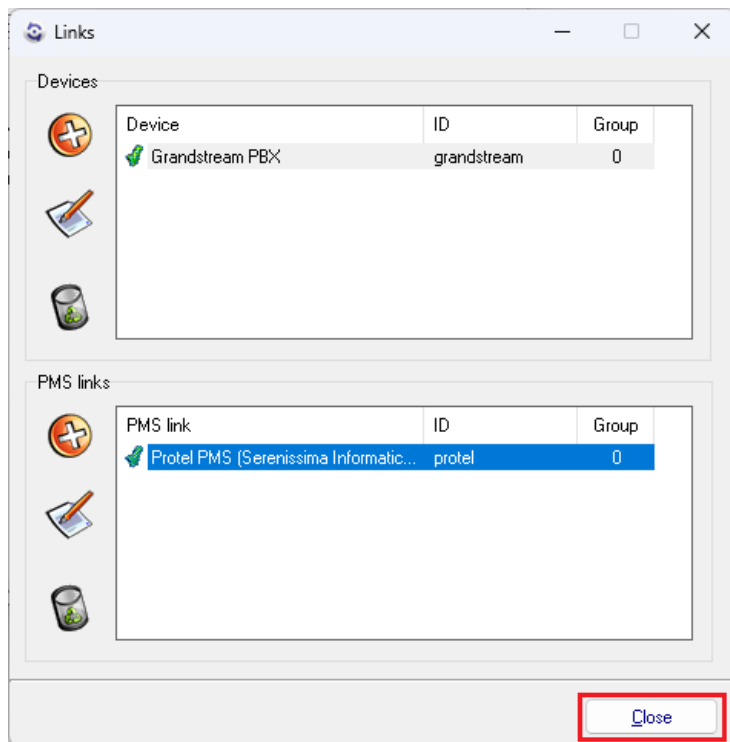
PMS device LOGS

▪ Logs are recorded in the following folder: C:\charwin\utile\pmslink\link**protel**\trace

  ▪ flow_protel_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.