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Scope of the integration Protel link configuration

PMS system logs

Training Guide for Protel PMS





Connect any device or system to Protel via pmslink





1 Scope of the integration

Main features for PBX integration

- ✓ Control and invoice the phone calls made by guests.
- \checkmark 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.
- \checkmark Wake up calls are sent from the PMS to the PBX system.
- \checkmark Room update information are sent to the PBX.
- \checkmark 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: <u>https://www.protel.net/integrations/smp-product/?product=ifc.char.char_utile_pbx</u>

Protel Air: Not supported yet.



2 Protel link configuration

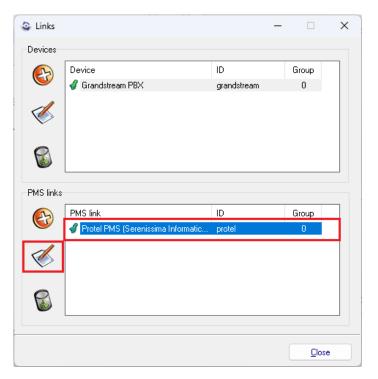
Through pmslink monitor:

- 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 "Protel PMS (Serenissima Informatica), PBX, TV and HOTSPOT interface (TCPIP)"

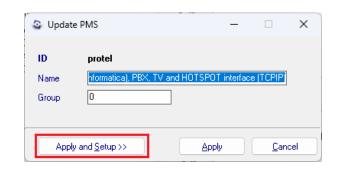
PMS link 1.8.2.292 - monitor 1.4.3.181	- 0	×				
PMS link C Help						
Service (10) Stopped						😂 New PMS — 🗆 🗙
6 Links						PMS
Deptions						Device
S Access	😂 Links		_	· 🗆 🗙		
4 License activation	Devices					Planet Winner (Winner), PBX, TV and HOTSPOT interface (TCPIP) Prestige PMS (Prestige software), PBX and CHARGES interface (WEB SERVIC
Close	Devices					Protel PMS (Serenissima Informatica), PBX, TV and H0TSP0T interface (TCPIP)
		Device	ID	Group		QuoHotel PMS (Quonext), PBX interface (HML server)
		🗳 Grandstream PBX	grandstream	0		QuoHotel PMS (Quonext), PBX interface (TEXT files)
	1					Resort Manager PMS (Little Fish), PBX interface (TCPIP)
	ø					RoomMaster2000 (Innquest Software), TV interface (TCPIP)
						Sca, datalnn (TEXT files)
						SGB Finhotel, PBX interface (TEXT files) SGB Navihotel, PBX interface (TEXT files)
	6					SGIL Biu Hotele (CALL/CI)
						Description
	PMS links					
		PMS link	ID	Group		Connection with Protel PMS (Serenissima Informatica), PBX_TV and HOTSPOT interface, FIAS protocol through TCPIP
						Notes >>
						NOIGS >>
						Name Protel PMS (Serenissima Informatica), PBX, TV and HOTSPOT interface (1
		L				ID protel
					-	Group 0
				Close		



Select Protel PMS in PMS links window and then the 'Edit' button



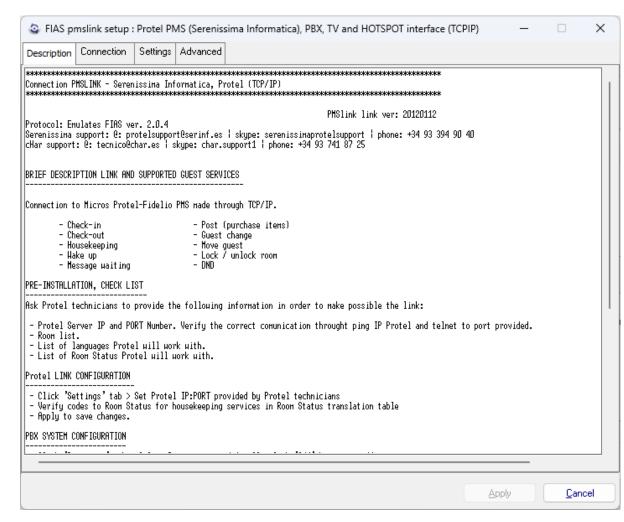
Press 'Apply and Setup >>' button to access to the configuration screen





2 Protel 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 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

FIAS pmslink setup : Prote	el PMS (Serenissima Informatica), PBX,	TV and HOTSPOT interface (TCPIP)	_		\times
Description Connection Settin	ngs Advanced				
TCP / IP Fias server address FIAS server_port RS232 COM port Baud rate Data bits Parity Stop Flow control Xon (ASCII) Xoff (ASCII) RX buffer TX buffer TX buffer Link control (ACK / NAK LRC control		 Link alive (LS) Frequency (minutes, 5-60) Disconnect if receive LE LE timeout (minutes) Command ACK timeout (sec) PA timeout (sec) XC timeout (sec) LR ACK timeout (sec) Wait LA start timeout (sec) Wait LS on connect timeout (sec) 	10 120 3 10 10 20		
		A	pply	<u>C</u> an	cel

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

FIAS pmslink setup : Protel PM	S (Serenissima Informatica), PBX, TV and H	HOT	SPOT interface (TCPIP)	-		×
Description Connection Settings	Advanced						
Hotel ID hotel]					
Active records	Room Status translation			1			
 Charges PBX Charges Minibar 	Device code	FIAS code		Internet profile special ID	A0		
Charges TV	<dirty vacant=""></dirty>	1	Internet profiles				
Charges Internet Room status	<dirty occupied=""></dirty>	2		Database Synchronizatior	on Never		
🔽 Guest service request	<clean vacant=""></clean>	3					•
Bill request Express checkout request	<clean occupied=""></clean>	4					
Set wakeup Clear wakeup	<inspected vacant=""></inspected>	5					
🗹 Execute wakeup	<inspected occupied=""></inspected>	6					
Fail wakeup Guest messages							
Send commands to specific devices Booking Occupation (compatibi				•			
Message DEVICEs (D1;1	D2). *NONE* NO send						
Expected *NONE*							
Cancel *NONE*							
Update *NONE*							
Move *NONE*							
Check In *NONE*							
Check Out *NONE*							
					Apply	<u>C</u> ar	ncel

- 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 Protel link configuration

Advanced Tab

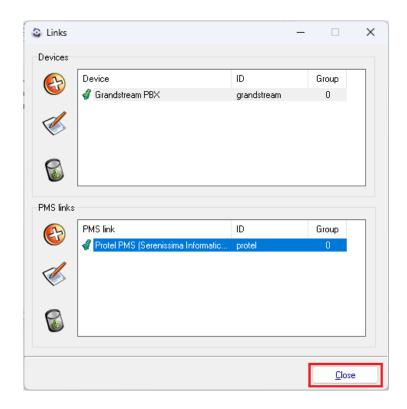
• Configuration of the protocol used to connect to Protel. No changes are allowed in this section.

		ormatica), PBX, TV and HOTSF	POT interface (TCPIP) —		<
Description Connection Set	tings Advanced				
Link Records Advanced	settings				
Version	2.0.4	Interface name	РВ		
Link Records					
LRIRIGIJFLRNGNGFGAGDU LRIRIGCIFLRNGHGGAGD LRIRIGCIFLRNGHGSSFI LRIRIEFLRNPPCTCSMLI LRIRIWCIFLRNDATIJ LRIRIWCIFLRNDATIA LRIRIPSIFLRNDATIASJ	oglrogvg#gsj DNRSj				
			Apply	<u>C</u> ancel	



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.



Service run	control: Close		-		×
Reason	Maintenance of connections				•
Description					
		Apply		<u>C</u> anc	el





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.