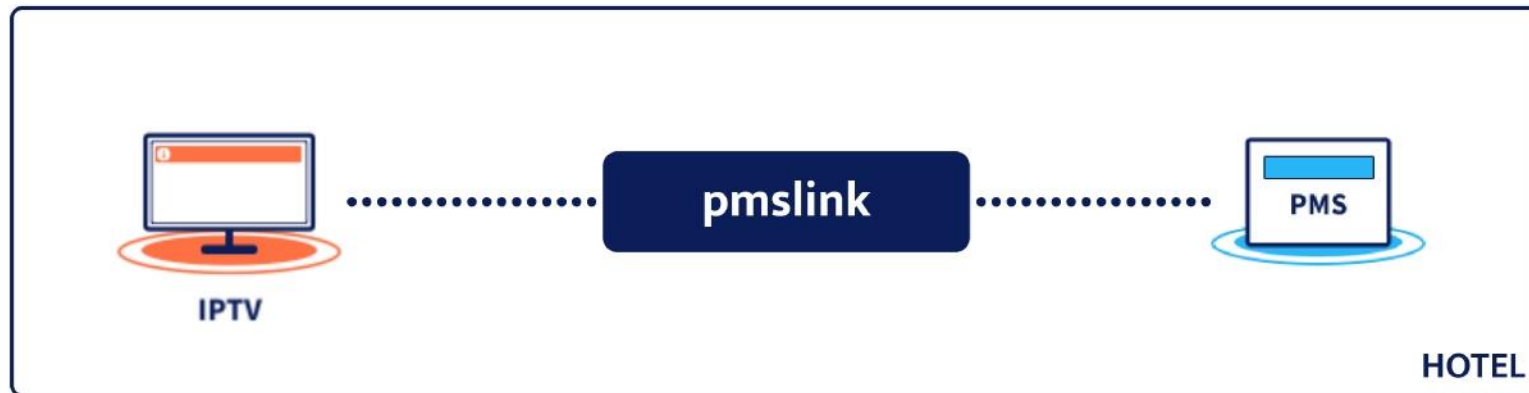


- ① What is pmslink? Technical specifications and requirements
- ② How is it installed?
- ③ Licensing
- ④ pmslink Service
- ⑤ Connection to systems/equipment
- ⑥ Connection to PMS systems - Configuration
- ⑦ System Logs
- ⑧ Specifications of equipment / systems to be integrated

① What is char pmslink?

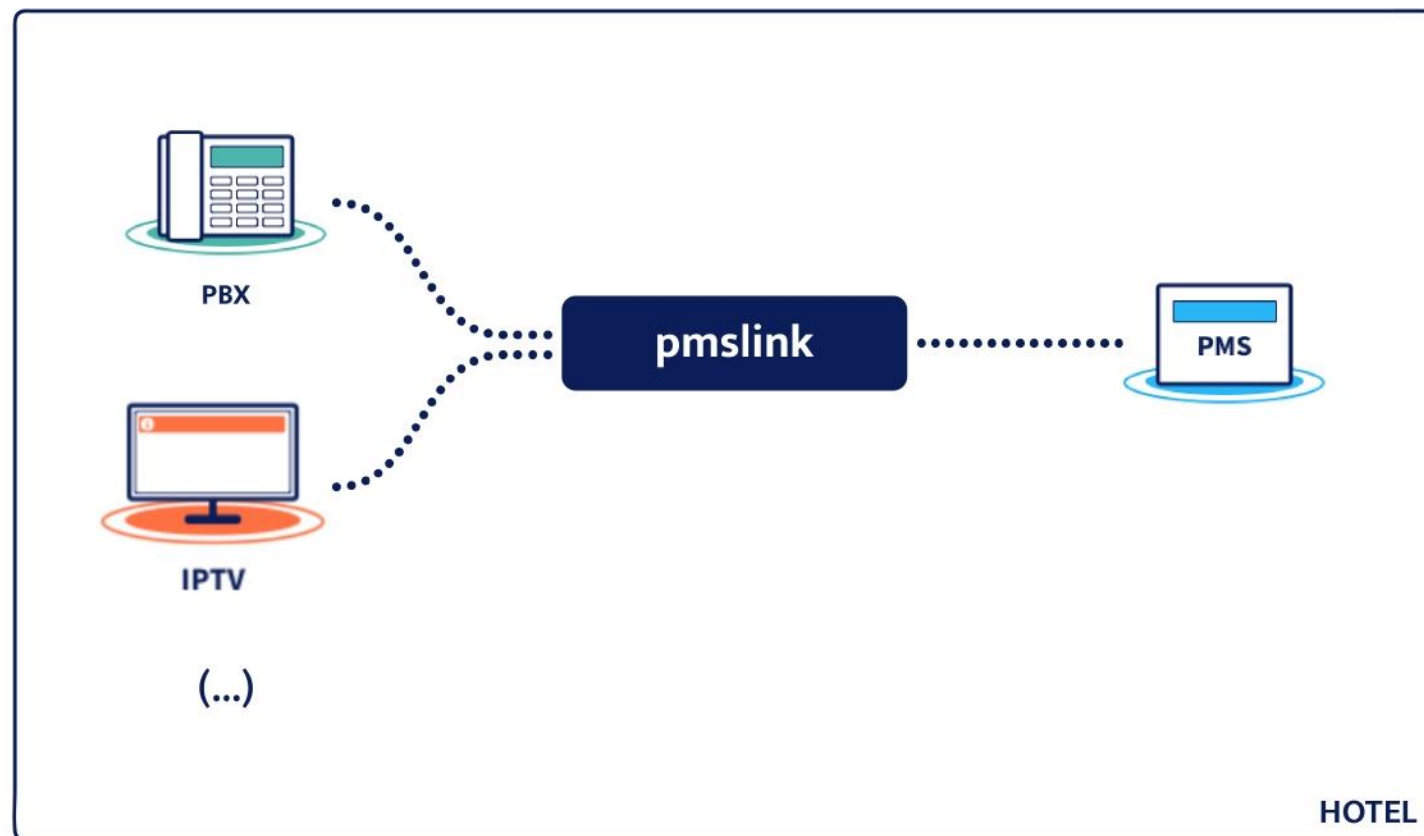
char pmslink is much more than middleware, it is an intelligent, versatile and scalable integration system that provides a solution for any type of integration that is needed.

In a hotel, it connects a local equipment or system to a single PMS system



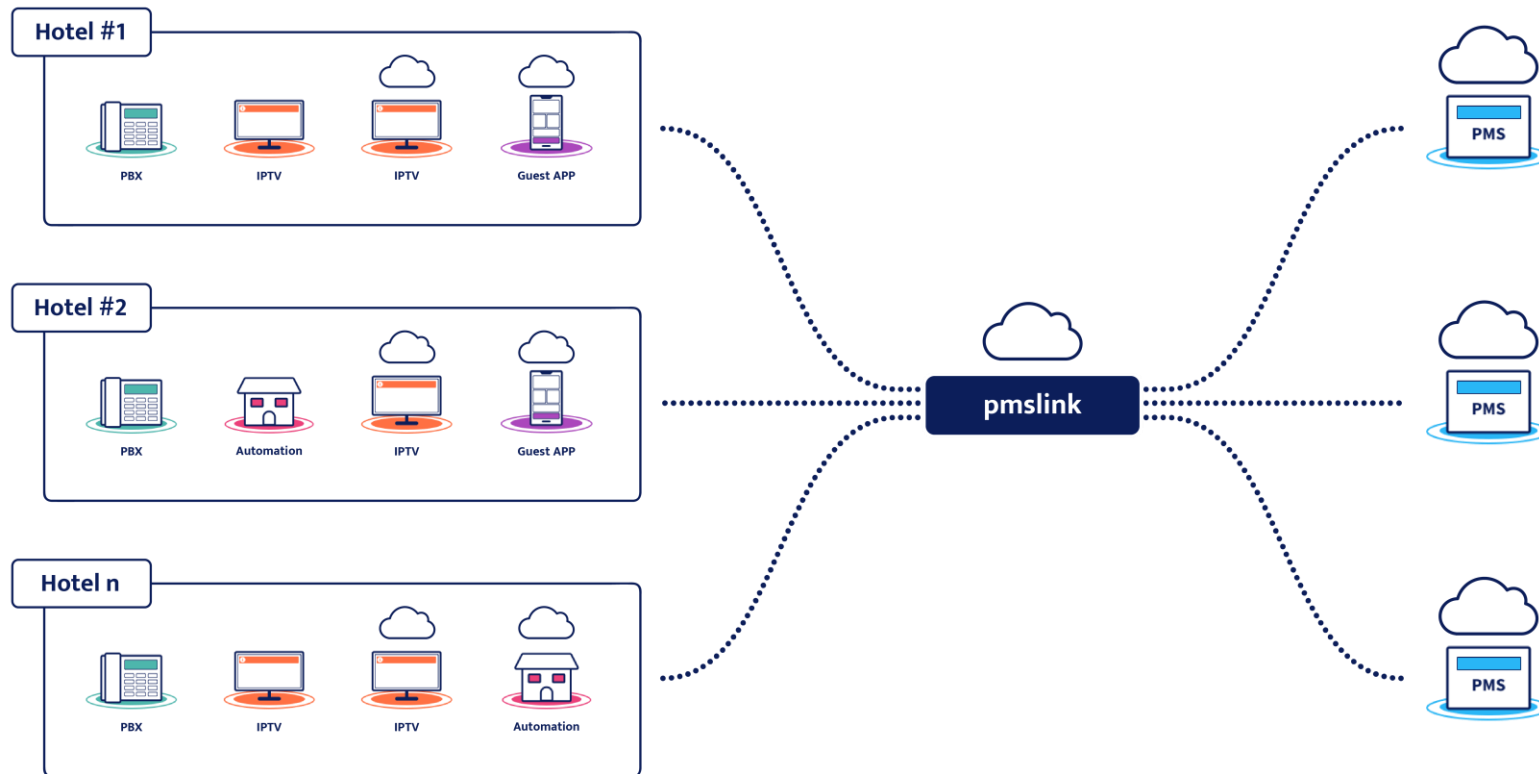
① What is char pmslink?

Connects different equipment or local systems to a single PMS system.



① What is char pmslink?

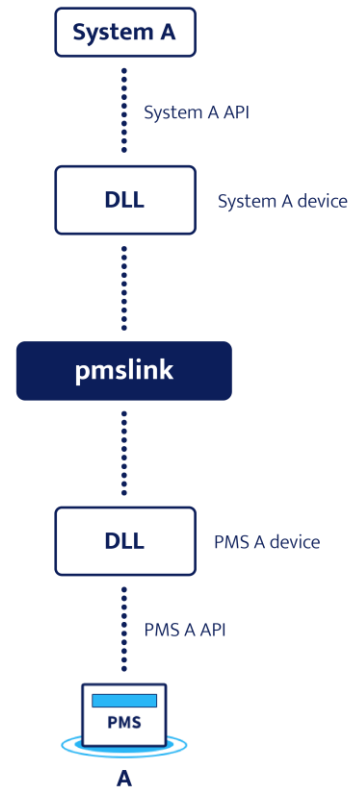
Centralised multi-hotel environment with different equipment and systems, locally and/or remotely connected to different PMS systems.



In short, a single system that solves any connectivity in hotel environments.

Technical specifications

pmslink is a modular system based on a Windows service that manages the connection of the different embedded systems through libraries and/or specific processes (devices) for each of them.



The limit of active connections will depend on the resources of the equipment where it is installed and the complexity of its maintenance.

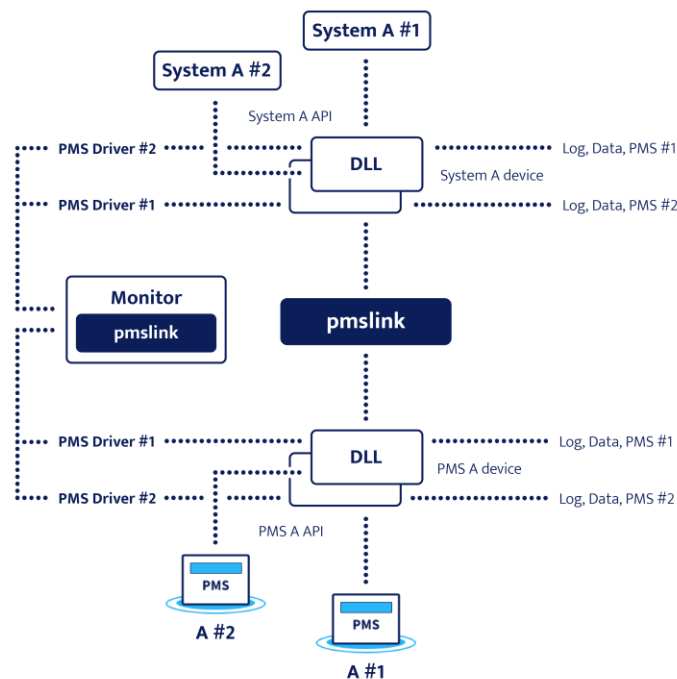
① Technical specifications

Technical specifications

The devices (DLLs) are multi-instance, capable of running simultaneously in the case of multiple connections to the same equipment, system or PMS.

Each connection (instance) has its own configuration file (driver), log file and working environment.

Each device has its own configuration interface.



Booking, occupancy and guest data are only stored for a limited time, usually for as long as they remain as guests.

① Minimum requirements

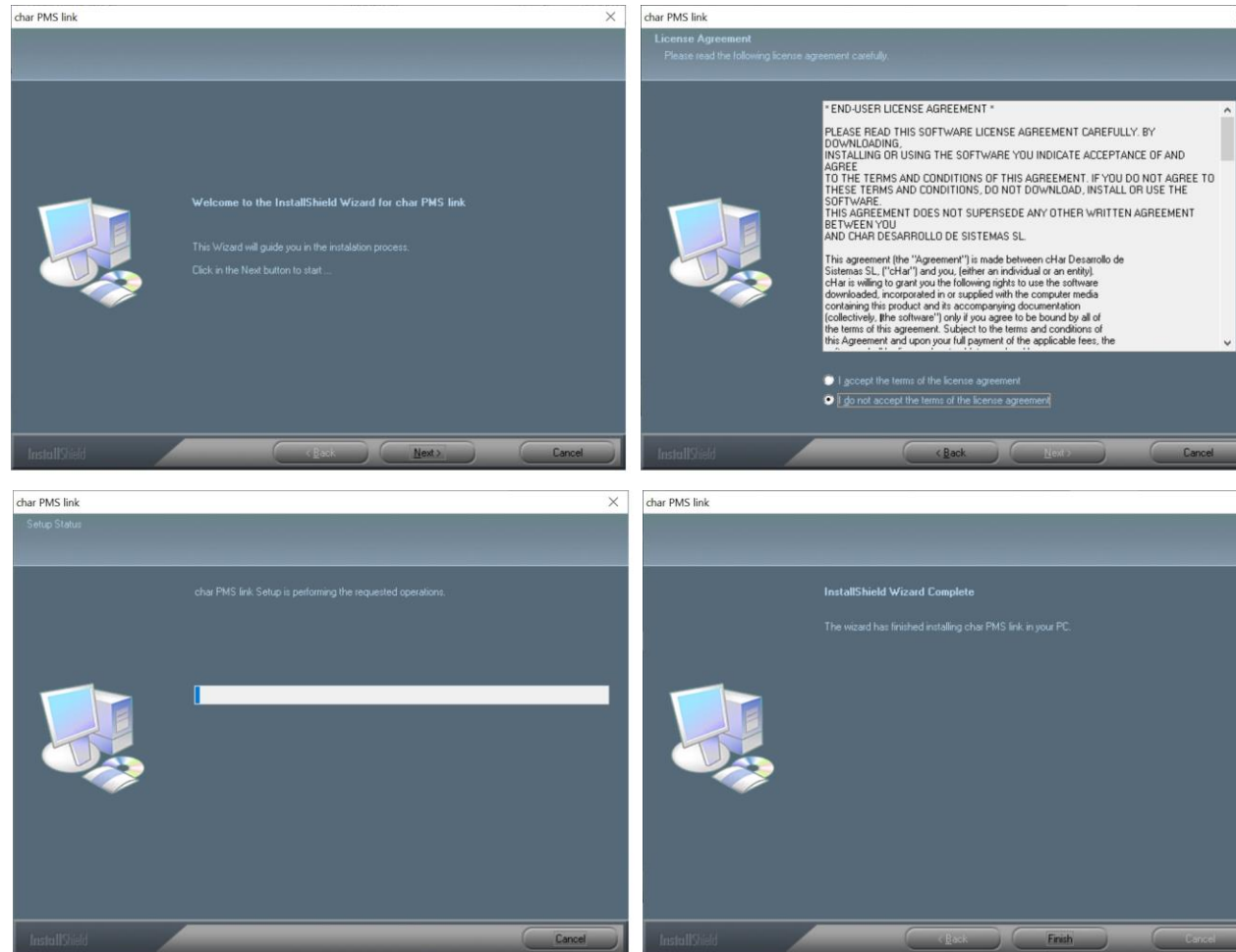
Minimum requirements

- For integration with PMS systems installed locally in the hotel, char pmslink needs to be installed on a PC in the hotel network.
- The PC requirements will depend on the complexity and the integrated system. For integration between a PMS and a standard system (PBX, IPTV, Hotspot, etc.), pmslink would need 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 required so that char's technical department can perform maintenance, installation and commissioning of the system remotely.
- PMS system interface activated
- The cooperation of all involved systems (PMS, PBX, Hotspot, IPTV, ...) and hotel staff is necessary for the testing and verification of the installation.

② How is it installed?

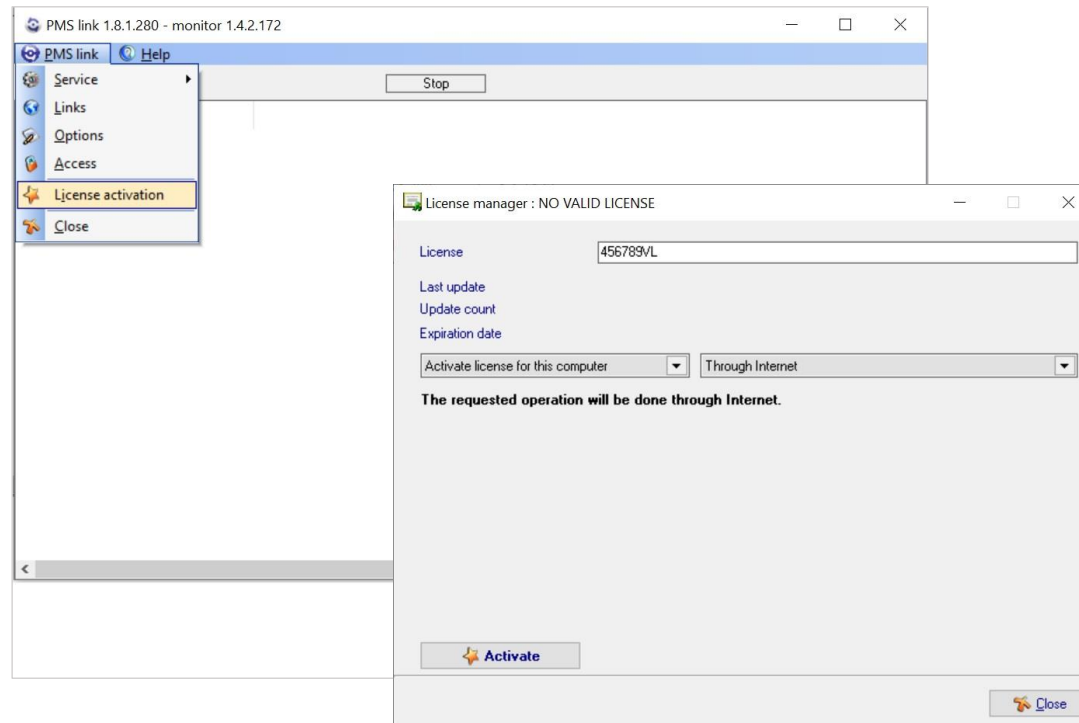
Installation

It is carried out through the installer provided in https://charpmslink.com/download/installer/pmslink_installer.exe



License activation

- Start the pmslink Monitor ('Start' Windows menu \ 'All programs' \ 'char PMS link' \ 'PMS link Monitor')
- Go to the menú 'PMS Link' \ 'License activation' and enter the license number provided when you purchased pmslink..



The license can be activated from the Internet (recommended) or in case of remote activation issues, it can be activated via email or phone call by contacting char technical support.

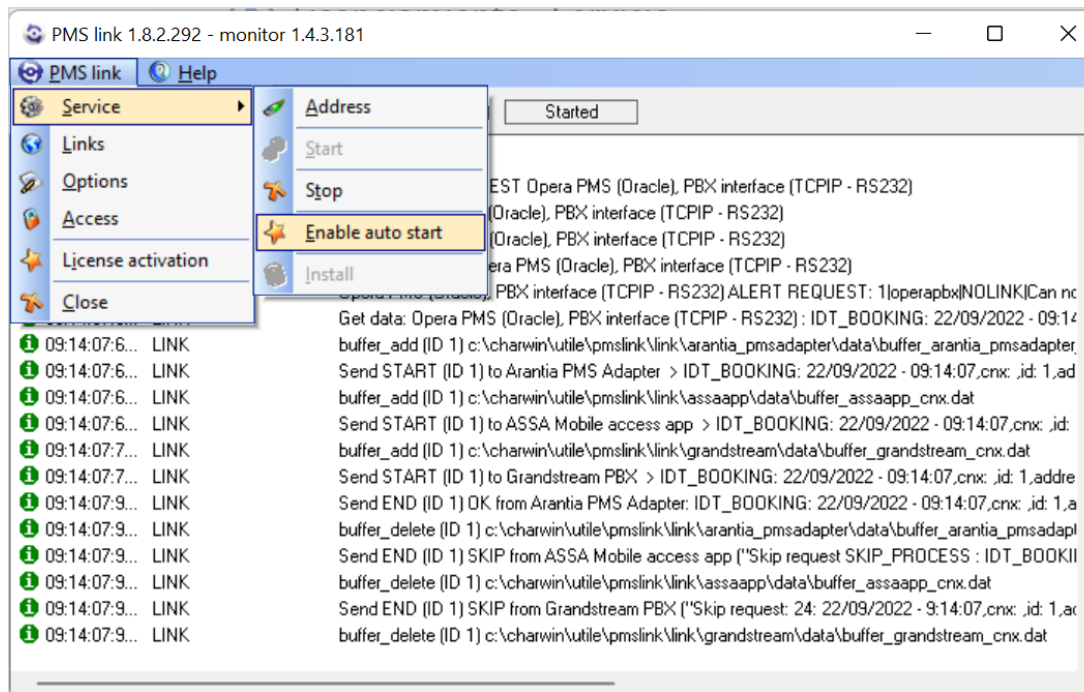
! Password: **master**

Incidents should be reported to <https://charpmslink.com/helpdesk/>

Automatic start of Windows pmslink service

It is recommended to configure the automatic start of the service. To do it:

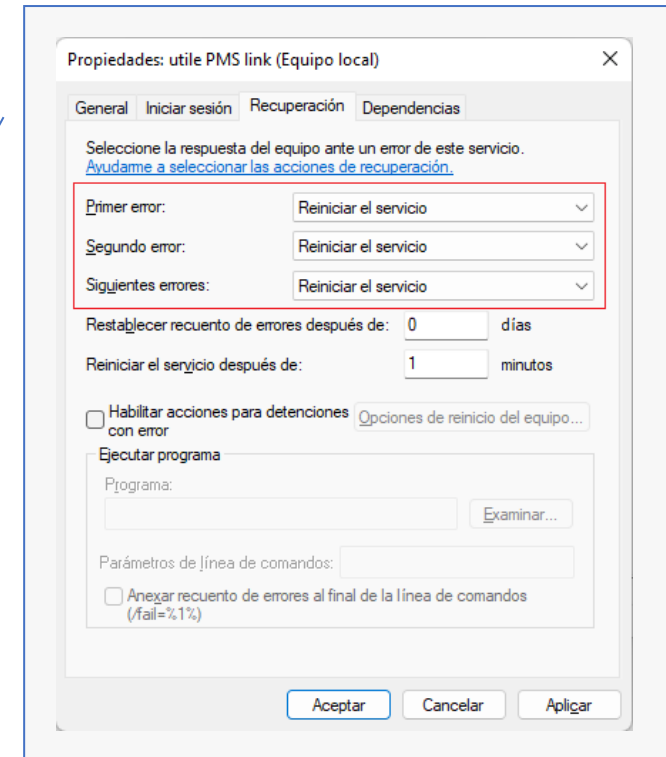
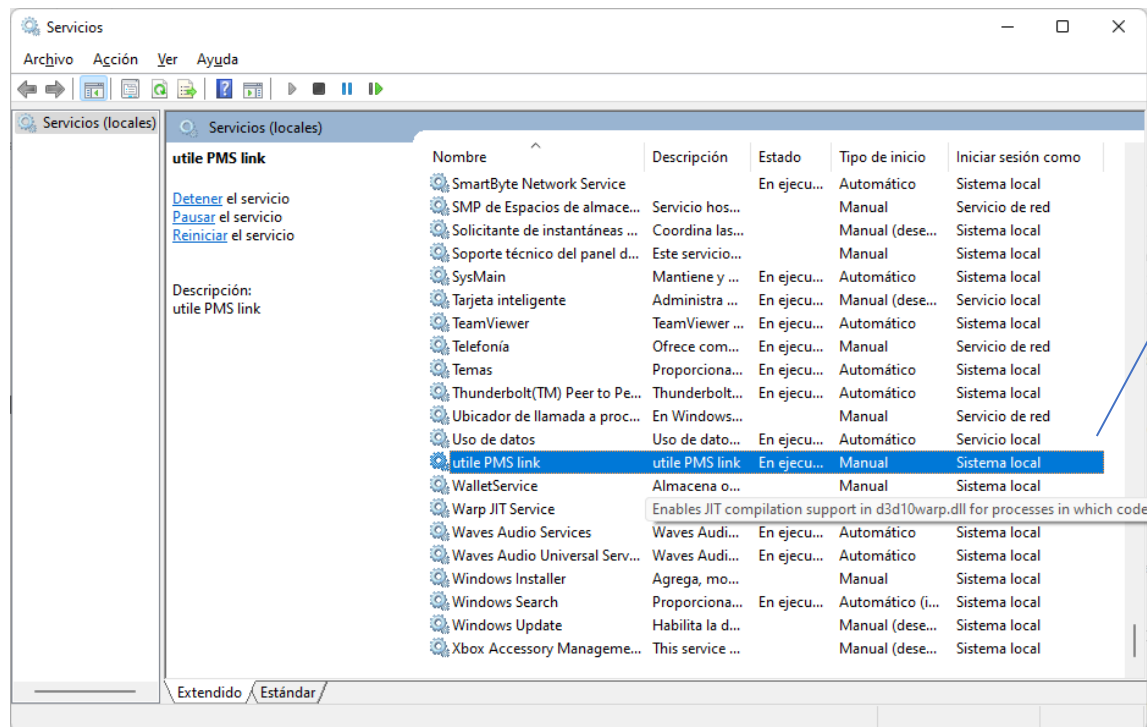
- Start pmslink Monitor ('Start' Windows menu \ 'All programs' \ 'char PMS link' \ 'PMS link Monitor')
- Go to 'PMS Link' menu \ 'Service' \ 'Enable auto start'.



Automatic restart of Windows pmslink service

It is recommended to set up automatic reboot in case of error. To do it:

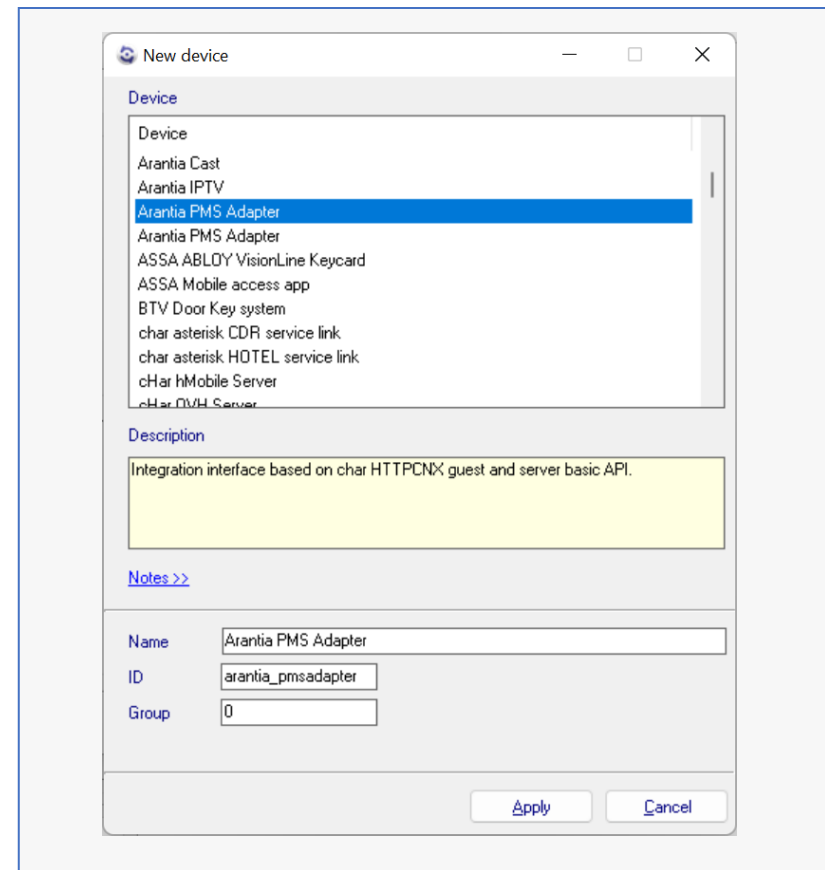
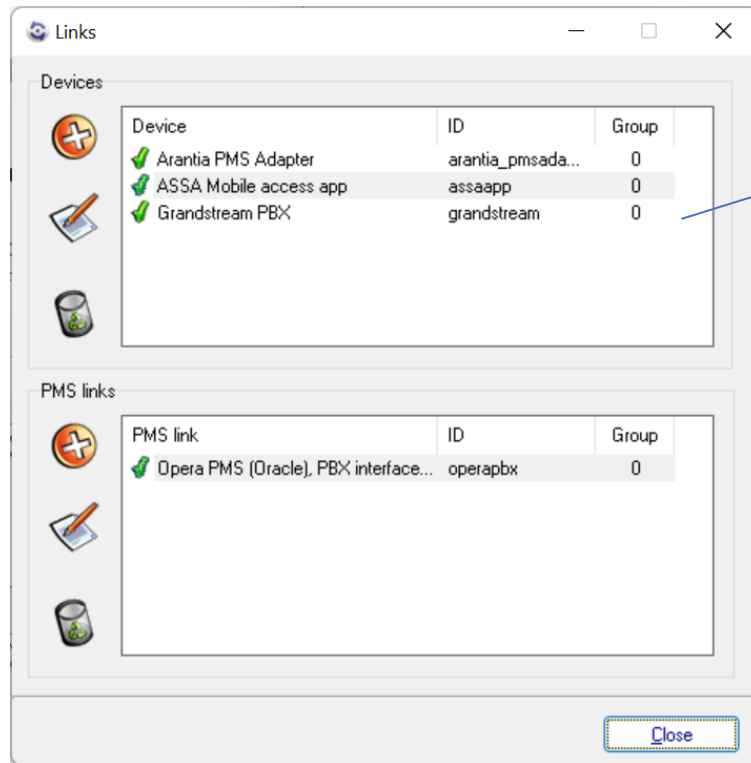
- Open the Windows **Services** (Control Panel / System and Security / Windows Tools / Services)
- Select the service: utile PMS link. Double click to open the property screen and select the “Recovery” tab
- Select the option “Restart the service” for the 3 error cases.



Connection to the system / equipment

Through pmslink monitor:

- Select the device to integrate (IPTV, PBX, Hotspot, Key Access System, Automation, Guest App, ...)
- Configuration of the device



⑤ Connection to systems/equipment

Connection to the system / equipment

Once the system or equipment is selected, it must be configured for the connection:

The image displays four overlapping screenshots of the 'Setup HMListener CNX' application, illustrating the configuration process for connecting to a system or equipment.

Top Left Screenshot (Description Tab): Shows the connection details for 'PMSLINK - GrandStream PBX'. It includes a description of the connection, a list of data to send (Checkin, Update, Checkout, Move, Wake-up calls, DND, MSG), and a list of data to receive (Outgoing calls, Room Status, Wake-up calls, Minibar charges). It also lists supported guest data (Name, Surname, Language, VIP, Site, Arrival date).

Top Right Screenshot (Link Tab): Shows the configuration for the connection link. It includes a text field for the URL ('http://GRANDSTREAM_IP:8068'), a port field ('8067'), and fields for 'User' and 'Password' (both set to 'char').

Bottom Left Screenshot (Settings Tab): Shows the configuration for the connection settings. It includes a 'Default HOTEL ID' field, a 'General language translation' table, a 'General profile translation' table, a 'General VIP translation' table, and a 'Default language' field. The 'General language translation' table is as follows:

PMS language	CNX language
<English>	EN
<Spanish>	ES
<Portuguese>	PT
<French>	FR
<German>	GE
<Italian>	IT
<Japanese>	JP
<Chinese>	CH

The 'General profile translation' table is as follows:

PMS Profile	CNX Profile
1	1
2	2
3	3
4	4

The 'General VIP translation' table is as follows:

PMS VIP code	CNX VIP code

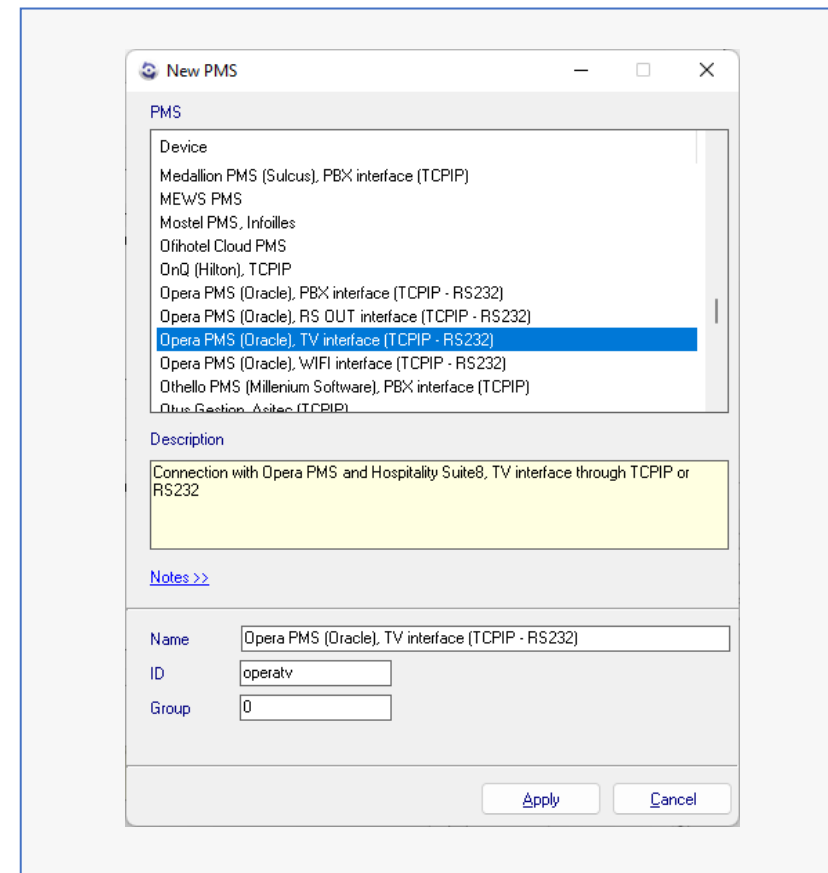
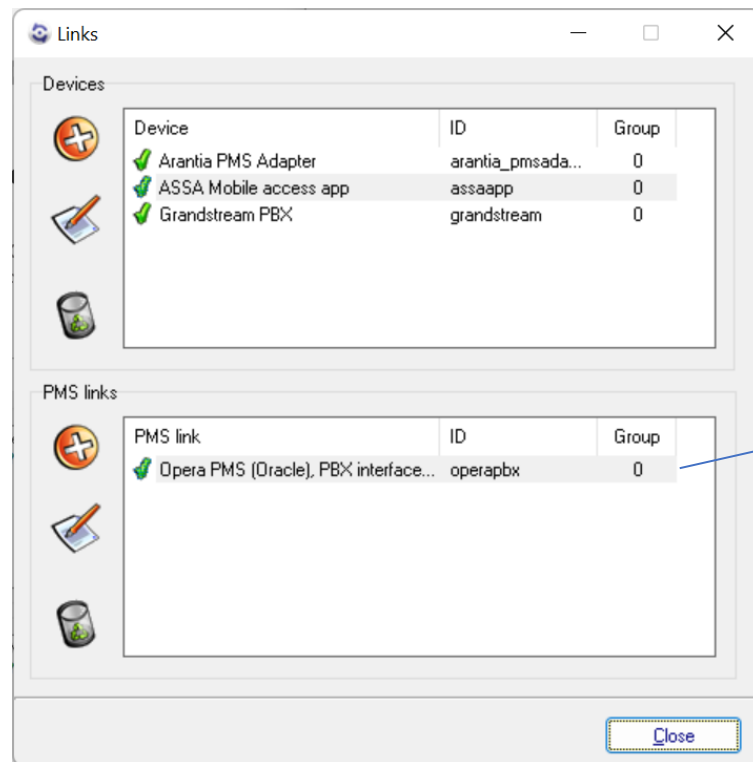
Bottom Right Screenshot (Actions Tab): Shows the configuration for the connection actions. It includes a 'Send Actions' list (Checkin, Update guest, Room Move, Set DND, Clear DND, Set wait Message, Clear wait Message, Set Wake Up, Clear Wake Up, Message to guest, Checkout), an 'Action' field (CHKI), a 'Data' field (XML payload), and a 'Response' field (Record, Code, Description).

⑥ Connection to PMS system- Configuration

Connection with PMS system

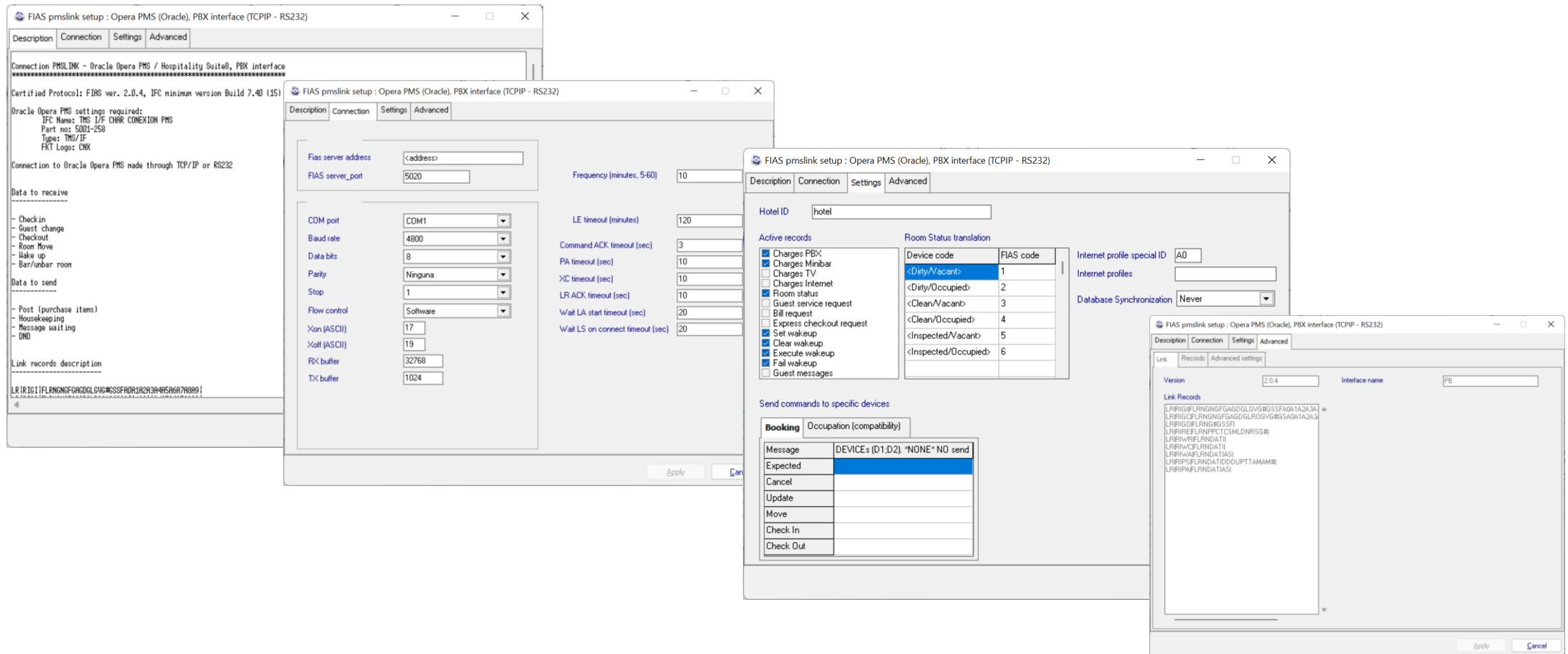
Through pmslink monitor:

- Select the hotel PMS system
- Configuration of the connection



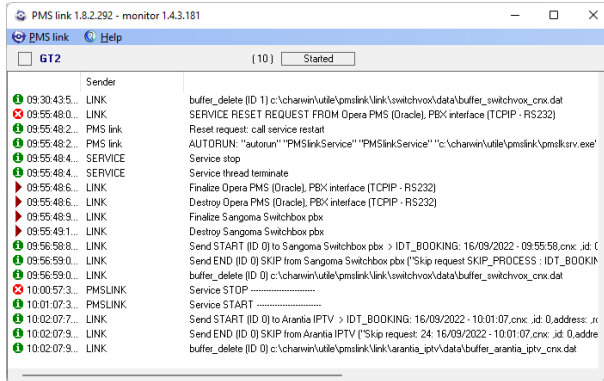
Connection to PMS system

When the PMS system to be connected is selected, the connection to the system is configured:



The char pmslink system generates logs of all managed connections.

pmslink communications log:



In **pmslink Monitor**, events on inter-device communications are detailed.

The log is stored in log files. These are standard text files. The pmslink communications log can be found at :

- **pmslink communications log:**
C:\charwin\utile\pmslink\trace\pmslink

pmslink devices log:



- **Integrated device logs (PMS, IPTV, PBX, Hotspot, ...):**
C:\charwin\utile\pmslink\link\<PMS/System-equipment>\trace

The use of these logs facilitates the detection of incidents, and the reporting of incidents should be made to the technical support of char: <https://charpmslink.com/helpdesk/>

All log files are stored for 30 days.

⑧ Specifications of systems / equipment to be integrated

Specific documentation

For each type of system to be connected to pmslink there is specific documentation detailing the scope of the integration and how to configure each device:

- Specifications on device to be connected(PBX, IPTV, Hotspot, Key Access Systems, etc.)
 - Device configuration
- Connection to PMS system
 - Configuration of the PMS device
- Interpretation of logs of connected systems.