char pmslink

Training guide for Grandstream PBX

The integration of the PMS system with Grandstream provides hotel benefits to the PBX system, exchanging information from one direction to another:

PMS → Grandstream						
📞	📞	⇆	📄	⏰	🚫	💡
CHECK IN	CHECK OUT	ROOM MOVE	ROOM UPDATE	DESPERTADOR	DND	MENSAJES
Allows outgoing calls. Name assignment.	Disables the ability to make outbound calls.	Move the guest information to the new room.	Update guest information.	Programming of alarm clocks in rooms.	Allows you to activate the Do Not Disturb function.	Allows you to turn on/off the phone's message LED.

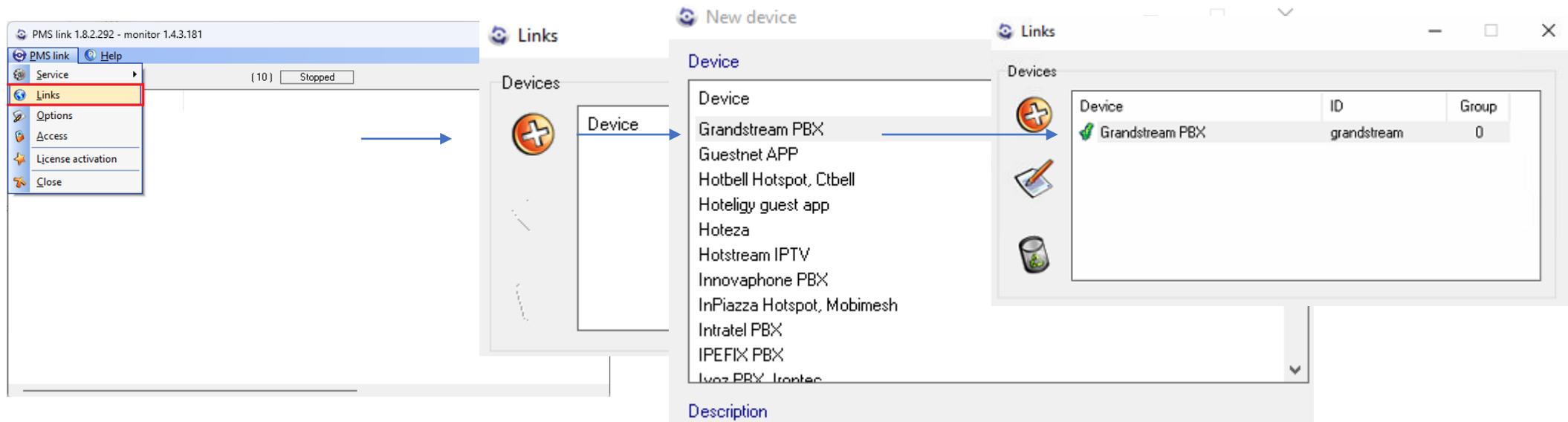| Grandstream → PMS			
$	🧹	☕	📋
TARIFICACION	HOUSEKEEPING	MINIBAR	NOTIFICACIONES
Send calls made by guests (with their price) for billing by the PMS.	Sending cleaning codes (Room Status) marked from the room. Status codes: 1 to 6	Sending marked minibar charges from the room.	Sends alarm clock result notifications.

Guest information: First name, Last name, Language, VIP, Site, Stay (Arrival date, Departure date).

- To start configuring the appliance, run PMSlink monitor 'pmslkmtr.exe' which is located by default in the C:\charwin\utile\pmslink.

  The access password is: **master**

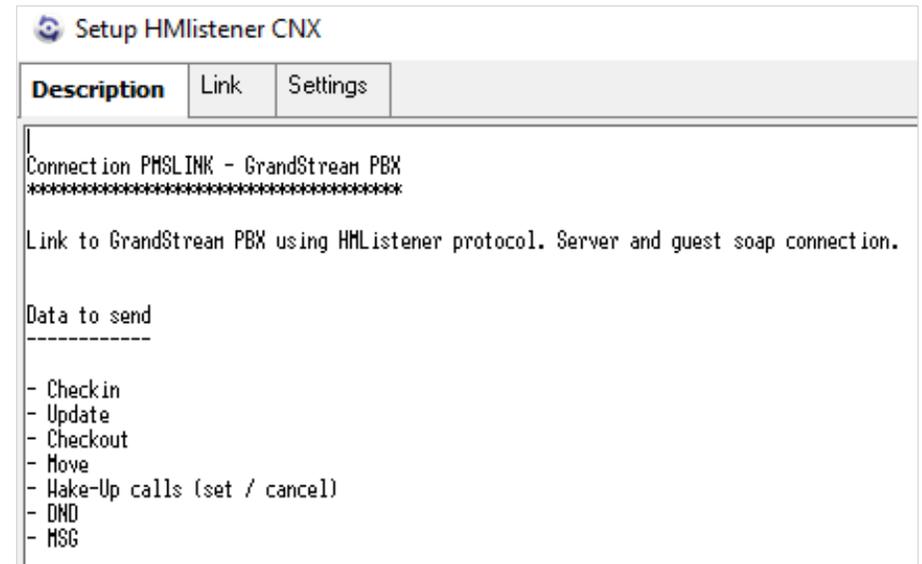- Once opened, select menu "PMS link" 'Links' > 'Devices' > 'Grandstream PBX' > 'Apply'
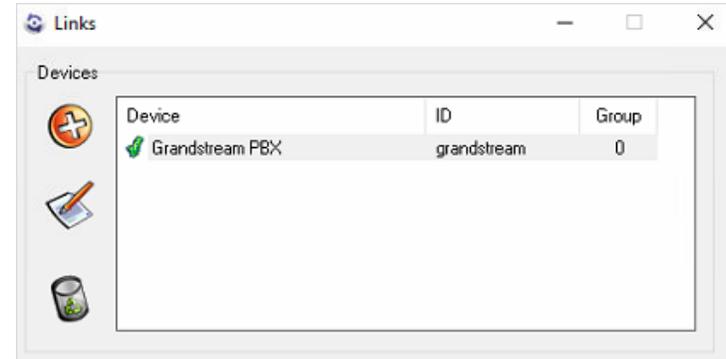
- Double-click on the 'Grandstream PBX' device

A new panel opens in which the device settings are divided into three main tabs:

- Description
- Link
- Settings

(Within the 'Settings' tab, you will find four sub-tabs that will allow you to adjust different aspects)

- General
- Actions
- Directory
- Rates

Tab: Description

The "Description" tab details the actions that are sent and received between the PBX and the pmslink service, the guest data that is processed, the languages and the status changes supported.

In addition, a section is included with the required data that the switchboard technician must provide to configure the link and the steps to follow to perform a basic configuration in the service.

This information is also available in the directories:

C:\charwin\utile\pmslink\link After the device is added and in
C:\charwin\utile\pmslink\data\cnx, with the name "grandstream_pbx.txt"
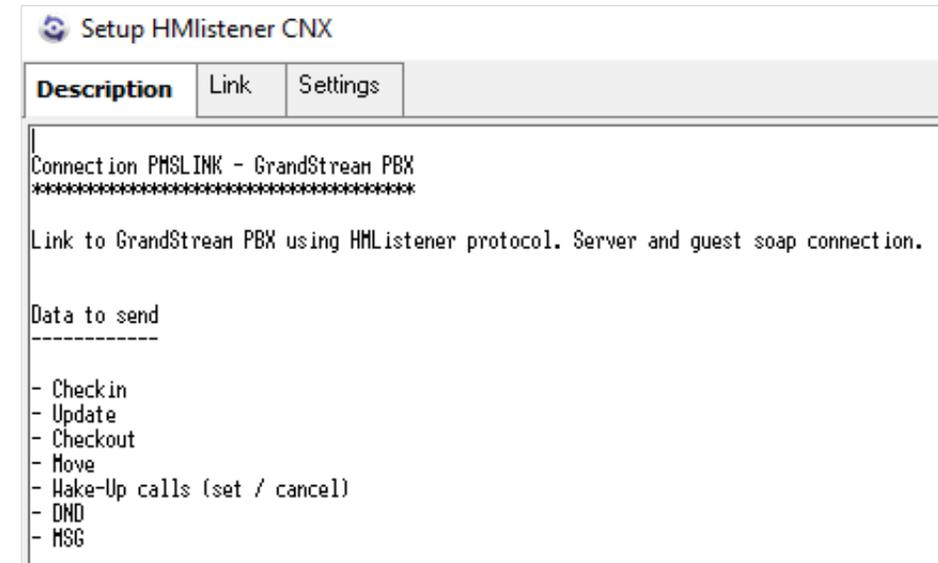
Tab: Link

In "Link", you must enter the following data:

- **Server address**: http:// switchboard _IP_ Address :Port configured in "UCM Port"
- **Server:Port**: Set port used to "URL del PMS"
- Corresponding **User** y **password**.

IMPORTANT

It is essential to verify that the ports used are open in the firewall, as well as to ensure that communication can be established with the equipment from the control panel of the switchboard, using the network diagnostic tool located in Maintenance > Network Troubleshooting > IP Ping

Grandstream Documentation:
https://www.grandstream.com/hubfs/Product_Documentation/HMobile_PMS_Guide.pdf

Capture control panel Grandstream>Functions added values>PMS>Basic settings>PMS module (Hmobile)

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Tab: Settings > General

In Default HOTEL ID: Enter the "Site" configured in Grandstream:

* Capture control panel>Functions added values>PMS>Basic settings>PMS module (Hmobile)

General language translation
It allows a conversion between the language of the PMS (PMS language) and the language (CNX language) that will be sent to the switchboard. By default, the following states exist:

** Capture control panel - Extension/Trunk>Outbound routes*

General profile translation
It allows a conversion between the class of service that arrives from the PMS and the one that is sent to the switchboard.

General VIP translation
No applies

In the "Default" box it is possible to set a default language and profile for cases in which this data is not received from the PMS
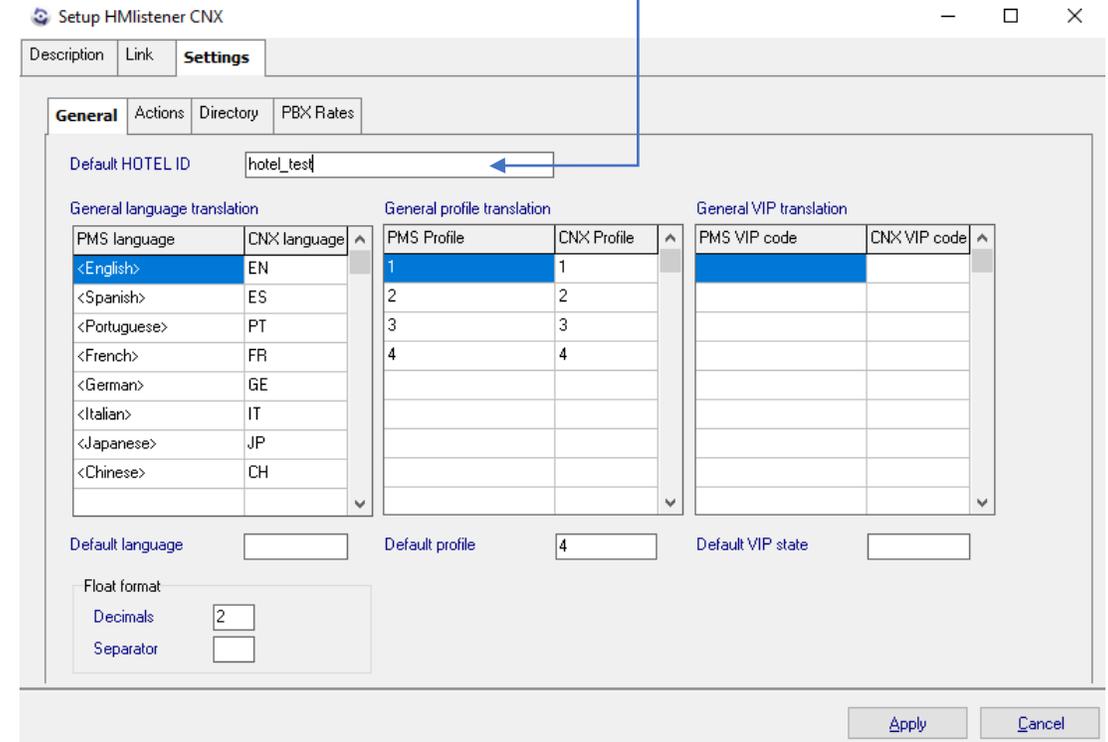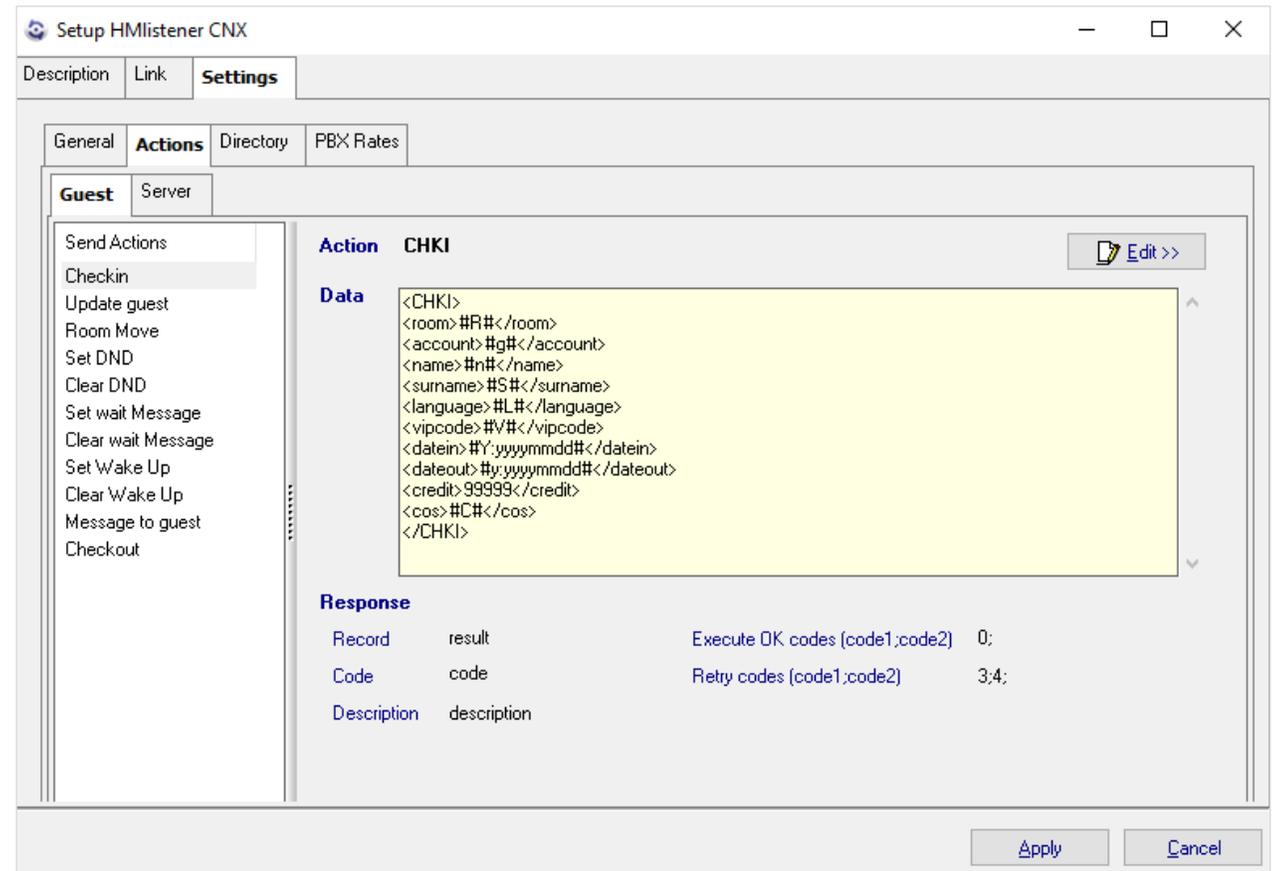
Tab: Settings > Actions

In this section, you will find the actions sent by "guest" and received by the "server" service.

It is recommended not to modify any parameters in this section without prior consultation, as this could adversely affect the use of the system.

Tab: Settings > Directory

In this section you must add, delete or modify the list of extensions and rooms.

To make these changes, the following steps must be followed:

▪ Add the "PMS ID" and "CNX ID" with the Hotel ID entered in the devices corresponding to the PBX and PMS.

▪ Once done, select "New" and add the corresponding room and extension.


The manufacturer specifies that all room extensions should be created as "rooms" in switchboard. To do this, go to: "Value-added features" -> "PMS" -> "Room status".
Please remember that when adding the "rooms"; "Address", "Room Number" and "Extension" must match.

Tab: Settings > Directory

Another option is to perform an import. To do this, follow these steps:

- Create a file that contains the list of rooms and extensions separated by the vertical bar "|". On the left side, the room and on the right, the extension.
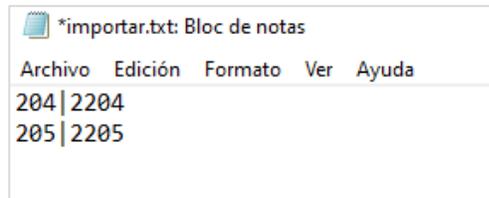
- After that, select "New"> "Import >>" and choose the file to import.

- In some cases, a room may have more than one telephone terminal, to add it, select "CNX Additional addresses".
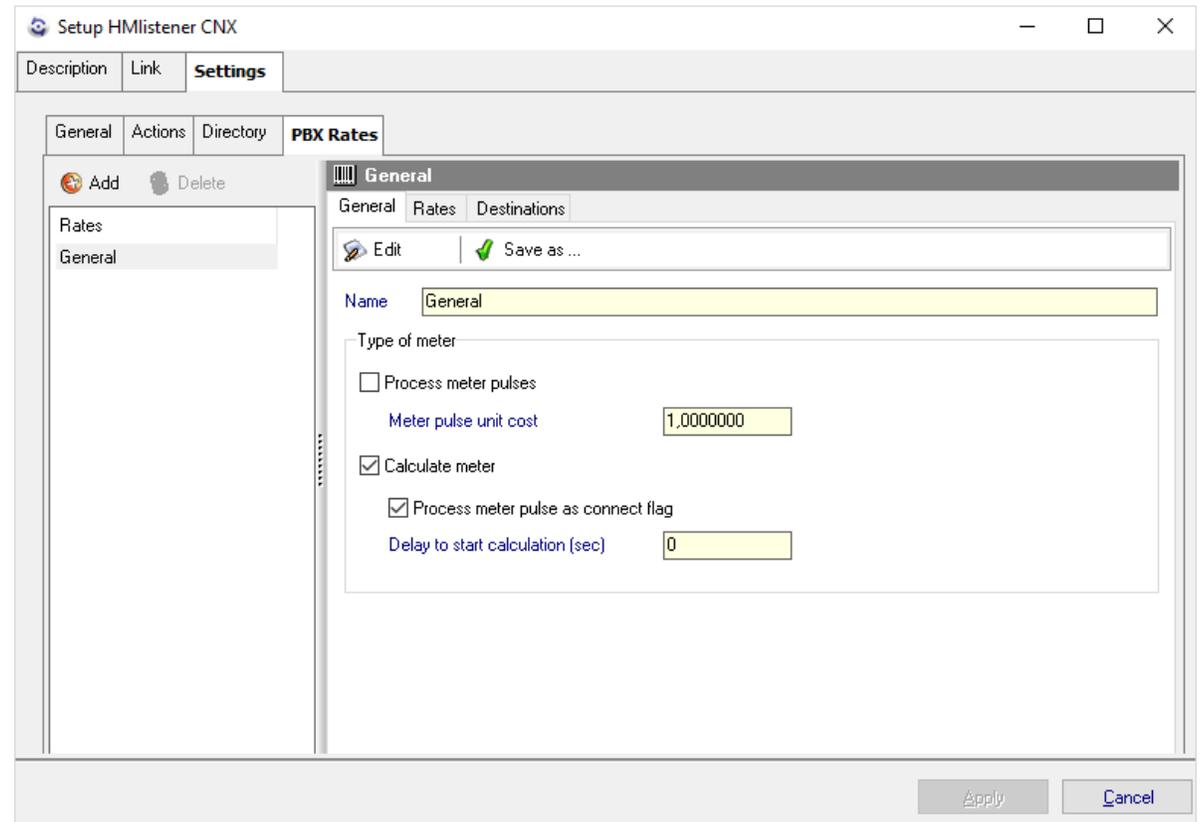

The functions of "PMS alias" and "CNX alias" can be left blank, as they are used in particular configurations and scenarios that will not be addressed in this case.

Tab: Settings > Rates > General

Disable the option "Process meter pulses" since the control unit does not provide steps, but seconds.

- To do this, select "Edit", uncheck and "Apply"

- If desired, it is possible to delay the calculation time in seconds, entering the seconds in the box.

Tab: Settings > Rates > Rates|Destination

In "Rates" you must configure the type of destination National, international, free, special, etc.)

- To do this, select "Add", type the destination type in the description and select "Apply".

- In the box below you can add additional parameters, such as the days on which the price will be charged, the start and end date of such tariff, the price per call establishment, the excluded call time that will not be charged, the frequency in seconds and the price per unit.

In "**Destinations**" the header that is used is added and then associated with each type of destination.

- To do this, select "**Add**", enter the digits of the corresponding header and in the drop-down menu select "Rate" the previously configured destination type.

- It also offers the option to add a minimum length from "Min length".

The char pmslink system generates logs of all managed connections.

pmslink communications log:
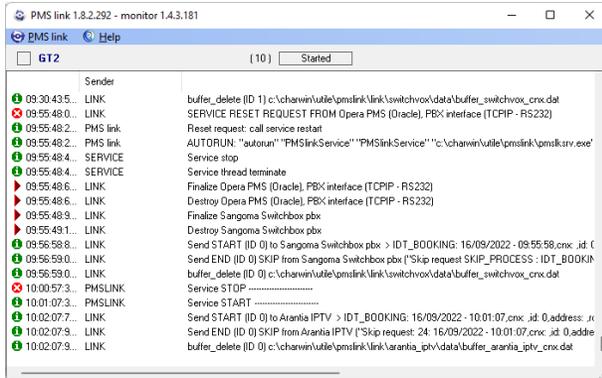
In pmslink Monitor, events about communications between devices are detailed.

The log is stored in log files. They are standard text files.
The pmslink communications log is located at:

📄 **pmslink communications logs**:
C:\charwin\utile\pmslink\trace\pmslink

pmslink device logs:

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

The use of these logs facilitates the detection of incidents, and the report of the same must be made to the technical support of char: https://charpmslink.com/helpdesk/

⚠️ *All log files are stored for 30 days*.

Incidence	Possible cause	Solution
Incidence marking cleaning status: There is an incident in previous versions of the UCM in which, when dialing the code "1" on the phones to request the cleaning service, the pmslink service receives a "0" or a "1".	This is because the PBX sends a status of "0" when the room is at check-out and a status of "1" when the room is at checkin.	It will be necessary to perform a translation on the corresponding PMS device in pmslink, so that it is indicated that when receiving a "0" or "1" a "1" is sent to the corresponding PMS. Room Status translation 	Device code	FIAS code
---	---
0	1
1	1
2	2	
Charge called wrong: Sometimes, the telephone exchange sends the phone numbers to our software with an additional zero at the beginning, which causes our system to not be able to rate the call correctly.	This situation is due to the configuration of the switchboard that sends the call data in this way. However, we have not received a clear answer from the manufacturer as to why this happens.	It will be necessary to configure the rates including the possible additional destinations with the initial 0. For example, if domestic destinations "9" and mobile destinations "6" have been added, it is also necessary to add destinations "09" and "06" and associate them with their respective rates. | 06	Movil	0
07	Movil	0
09	National	0
6	Movil	0
7	Móvil	0
9	National	0	

Incidence	Possible cause	Solution
Guest details are not updated or the line is opened/closed after check-in and check-out.	Several causes, we recommend reviewing specific log located in C:\charwin\utile\pmslink\link\grandstream\trace for more details.	1. The registered room number does not match the one expected by the switchboard (room) 2. The hotel ID configured in the PBX device and PMS in pmslink does not match the site configured in the PBX 3. Review user/password configured on both sites 4. Failure in connection with the switchboard. Check the network connection and check if the ports applied in the configuration have an input-output rule created. 5. Check the type of service sent to the PBX in the log under the <cos>number label<cos>. It should be a 4, otherwise, make the relevant translation between PMS-PBX.
The alarm clock does not work.	The room is not found in checkin or there are discrepancies in the date / time.	In addition to the possible causes mentioned above for the checkin, check-out and lines update problem, it is important to verify that the PBX time is correct and that the date and time of alarm clock programming from the PMS are also accurate.