

- ① Description and functionality
- ② Technical requirements
- ③ pmslink: Windows service
- ④ pmslink installation, licensing and configuration
- ⑤ System logs / Technical assistance and Development

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The system that facilitates the connection between the hotel's equipment and systems with the PMS

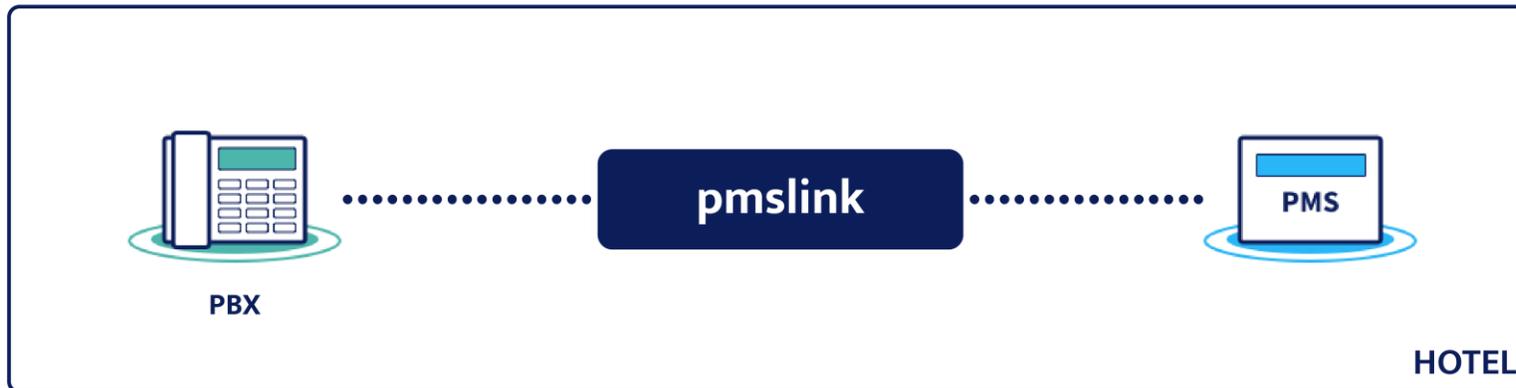
The diagram illustrates the integration of various hotel systems with the PMS. At the top, a row of icons represents different systems: PBX (represented by a telephone), Key Access (represented by a key), Hotspot (represented by a Wi-Fi router), IPTV (represented by a television), Automation (represented by a house), and Guest APP (represented by a smartphone). A seventh icon with three dots indicates additional systems. These systems are connected via dotted lines to a central light blue bar labeled 'char pmslink'. Below this bar, a vertical dotted line connects to a screenshot of a PMS interface. The PMS interface shows a 'HOTEL PMS' header, a language dropdown set to 'English', and a user profile for 'Marina HSE'. Below this is a table with columns for 'IN', 'OUT', 'STATE', and 'ROOM'. The first row of the table lists 'Isabella Thorpe' with a unique ID '98100333358289'.

	IN	OUT	STATE	ROOM
Isabella Thorpe				
98100333358289				

① Description and functionality

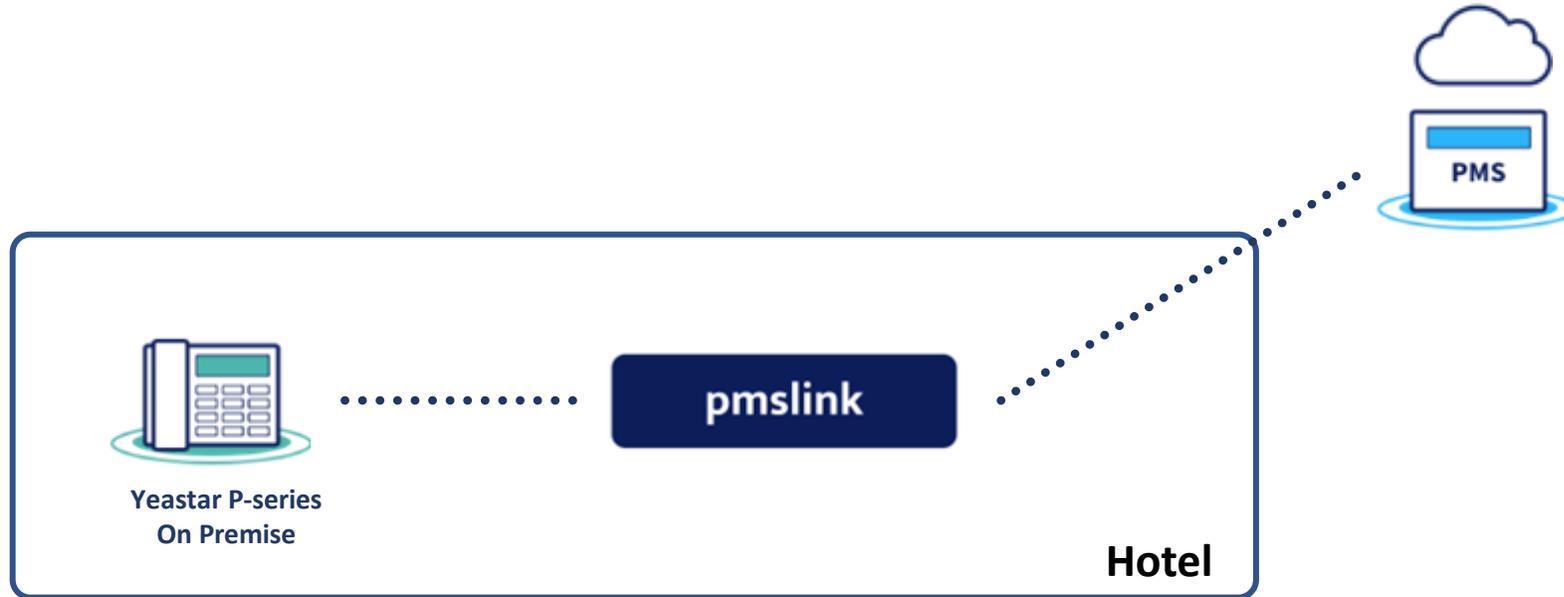
Its much more than just a middleware, Its an intelligent, versatile and scalable integration system that provides a solution to any type of integration needed.

Case 1: In a hotel, connect an on-premise P-series with a local PMS.



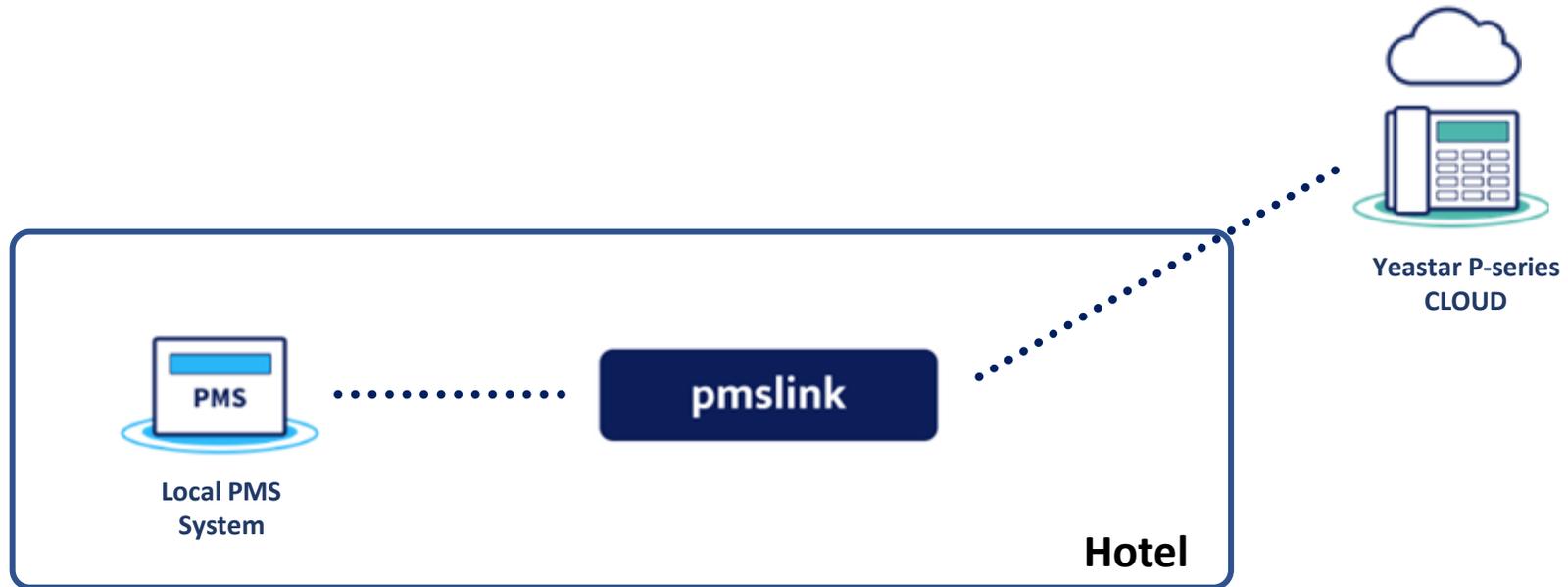
① Description and functionality

Case 2: Connect an on-premise P-series with a single Cloud PMS.



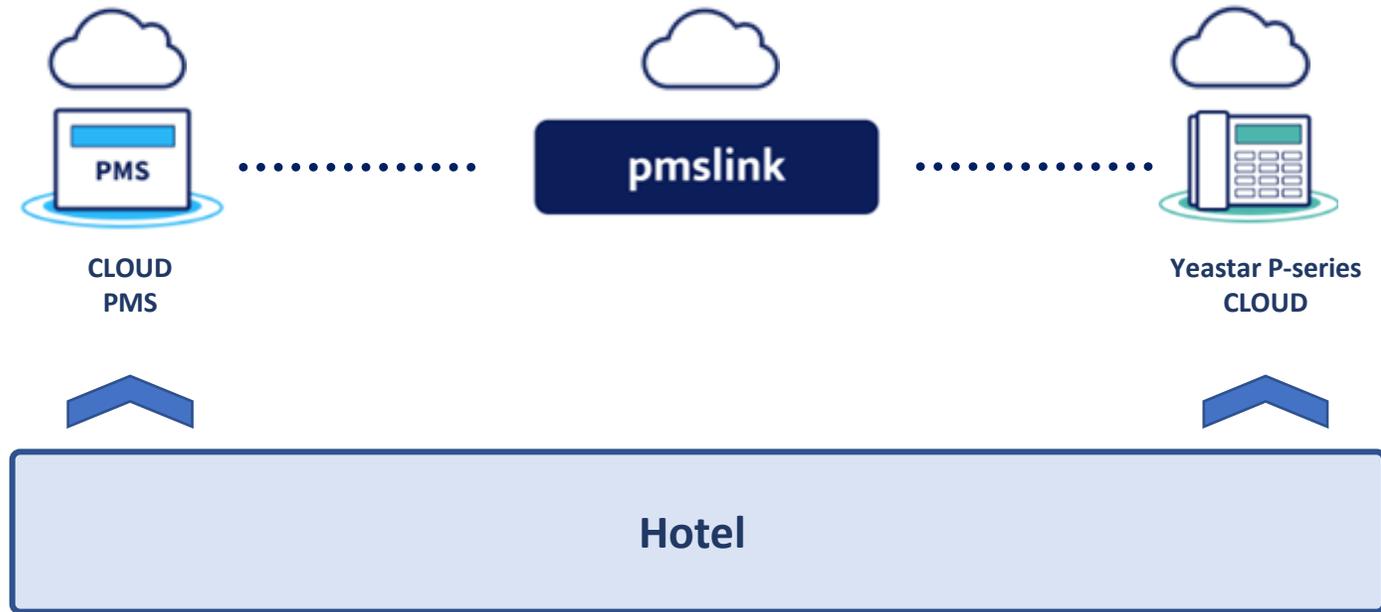
① Description and functionality

Case 3: Connect a Cloud P-series with a single local PMS.



① Description and functionality

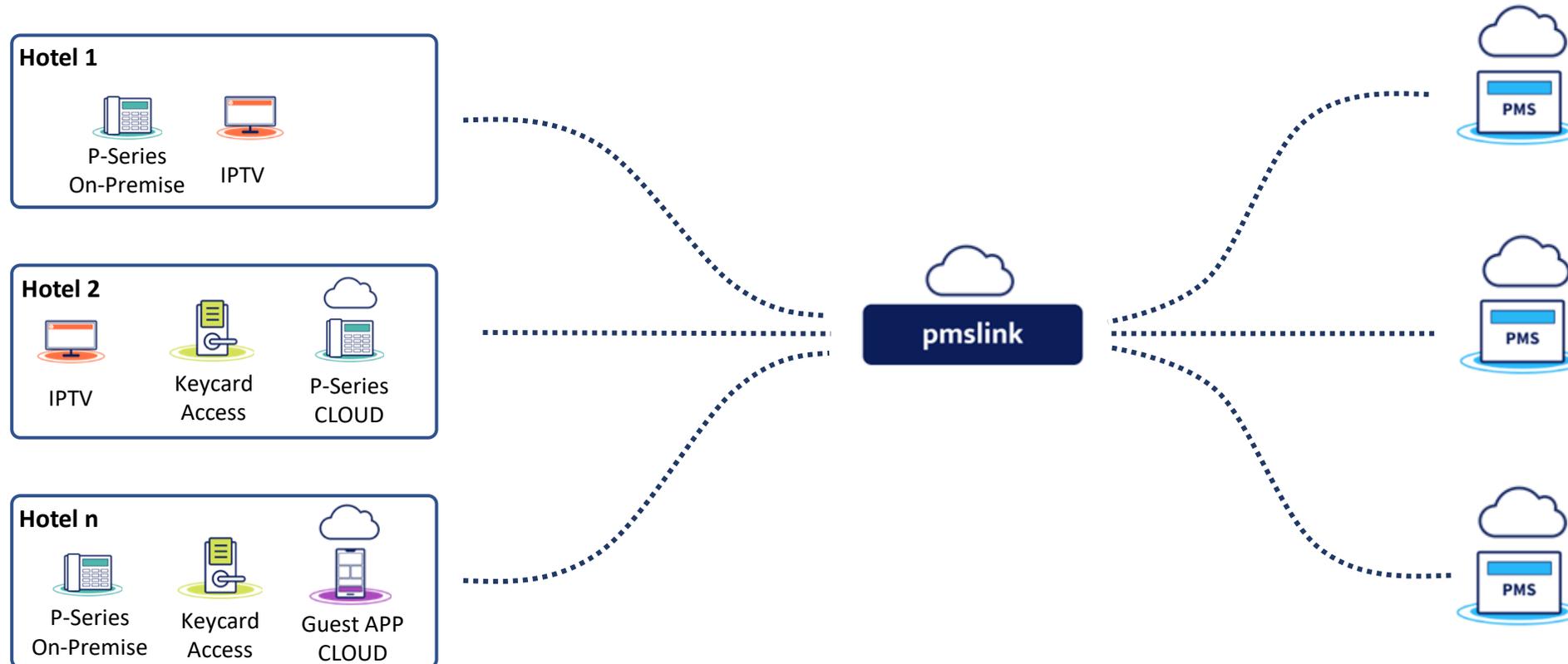
Case 4: Connect a Cloud P-series with a single Cloud PMS.



⚠ Local installation is not necessary in this case

① Description and functionality

Case 5: A centralized environment of several hotels with different on-premise/cloud Yeastar P-series and other systems, connected to different PMS.



A single system that solves any connectivity need in hotel environments.

① Description and functionality

FROM PMS system TO Yeastar P-series

CHECK IN	UPDATE	ROOM MOVE	CHECK OUT	REMINDERS
✓ Name and Surname of the guest is assigned to the extension when check in is done.	✓ Send of the Name and Surname updated in the PMS system.	✓ Name and Surname assigned to the new room number.	✓ Room's name is set to the room number (deleting the name of the previous guest).	✓ Send wake-up call information to Yeastar P-series
✓ COS assigned to the room extension to allow outgoing calls	✓ Send of the COS updated in the PMS system.	✓ COS assigned to the new room number.	✓ COS is set to the default value (not allowing outgoing calls).	
x Language is not supported				

FROM Yeastar P-series TO PMS system

CALL ACCOUNTING	ROOM STATUS (Housekeeping)	REMINDERS NOTIFICATIONS
✓ Outgoing calls made by guests are sent to the PMS (including the price of the call) to be invoiced at guest's check out.	✓ Internal calls to selected extensions that answer the call with an appropriate message according to the dialed code (IVR).	✓ Sending information of the result of the wake-up calls (Not Answered, Answered, Failed)
<ul style="list-style-type: none"> ✓ Incoming calls are handled by char pmslink. ✓ Internal calls are handled by char pmslink. Most PMS are able to process only outgoing calls from guests.	✓ These destination extensions should be configured as 'Housekeeping codes' so that an outgoing internal call is interpreted as room status when its destination is among the configured code list.	



In case any other feature needs to be implemented, please contact char to assess the possibilities for such implementation.

② Technical requirements

- **Minimum requirements**

- For the integration with PMS systems installed locally in the hotel, char pmslink needs to be installed on a local PC. PC requirements will depend on the complexity and integrated system. It would be necessary for pmslink to have at least 1 GB HD, 2 GB RAM and a Windows7 or higher O.S on a non-dedicated PC (physical or virtual).
For Cloud environments, the dealer or the hotel should provide the PC and O.S. to install the solution in the hosting.
- Internet access will be necessary to allow char's technical department to carry out maintenance, installation, and the system start-up remotely.
- Call Prices: char will need to receive information about the price of each type of call (local, mobile, special calls, free calls, etc.) in order to send call charges to the PMS system to be invoiced at guest's check out.
- PMS interface activated
- The cooperation of all involved systems (PBX, PMS, ...) and hotel staff is necessary for testing and verification of the installation.

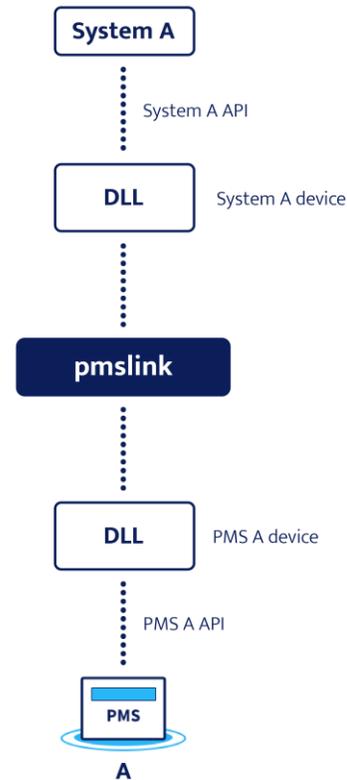
Yeastar P-series requirements

- Firmware version: 37.7.0.16 or higher
- PBX plan: Enterprise Plan or Ultimate Plan. Allows to activate the API based on: <https://help.yeastar.com/en/p-series-appliance-edition/developer-guide/enable-yeastar-p-series-pbx-api.html>

Technical specifications

char pmslink runs as a **Service** on Windows O.S.

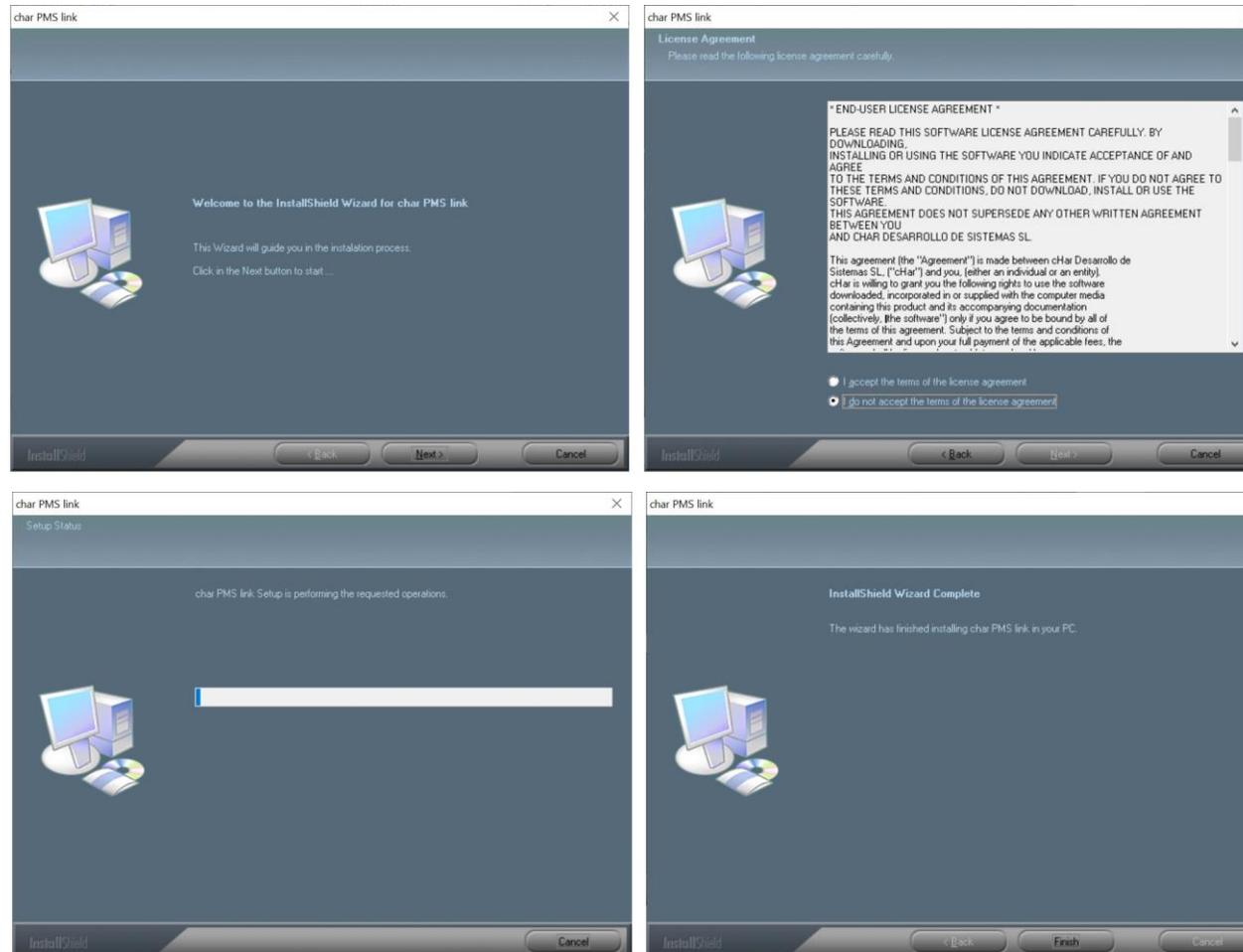
pmslink is a modular system based on a Windows service that manages the connection of the different embedded systems through libraries and/or specific processes (devices) for each of them.



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

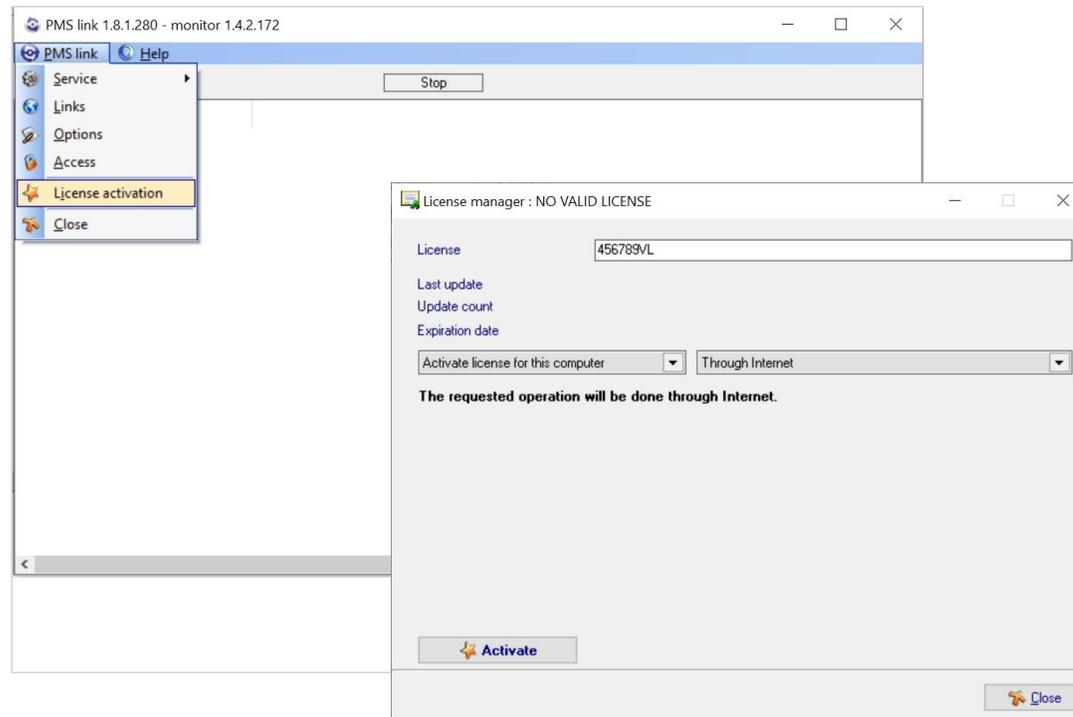
Installation

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.

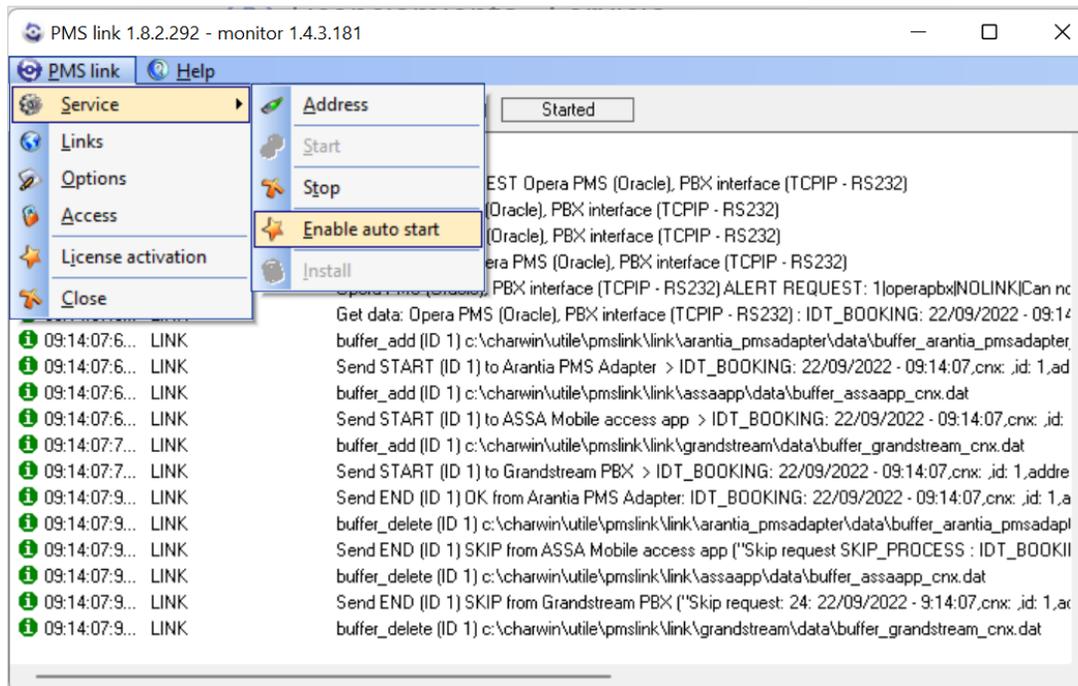
! Password: **master**

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:

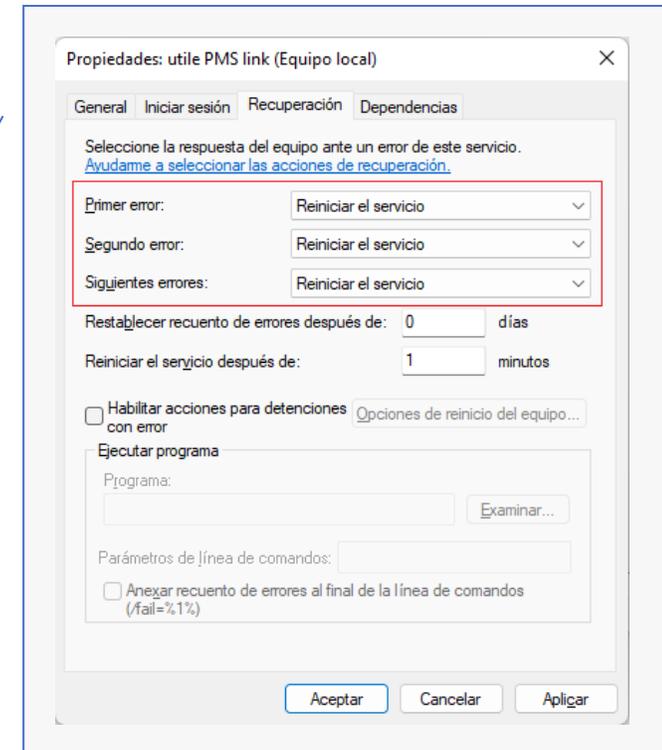
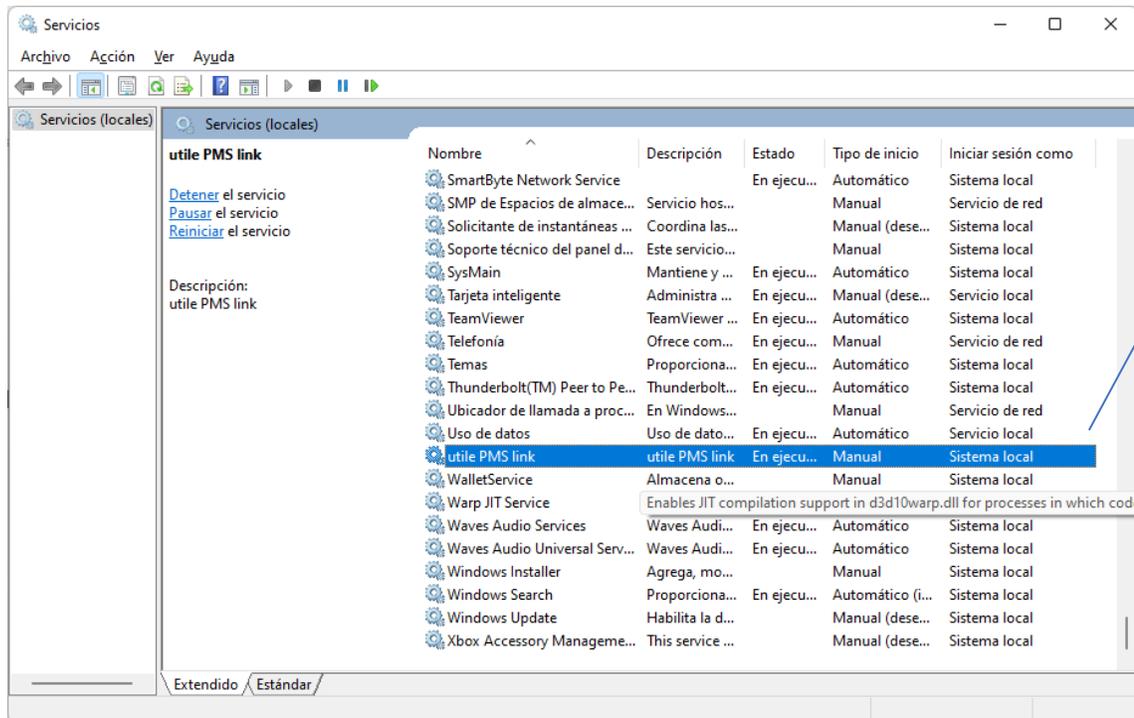
- Start pmslink Monitor ('Start' Windows menu \ 'All programs' \ 'char PMS link' \ 'PMS link Monitor')
- Go to 'PMS Link' menu \ 'Service' \ 'Enable auto start'.



Automatic restart of Windows pmslink service

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

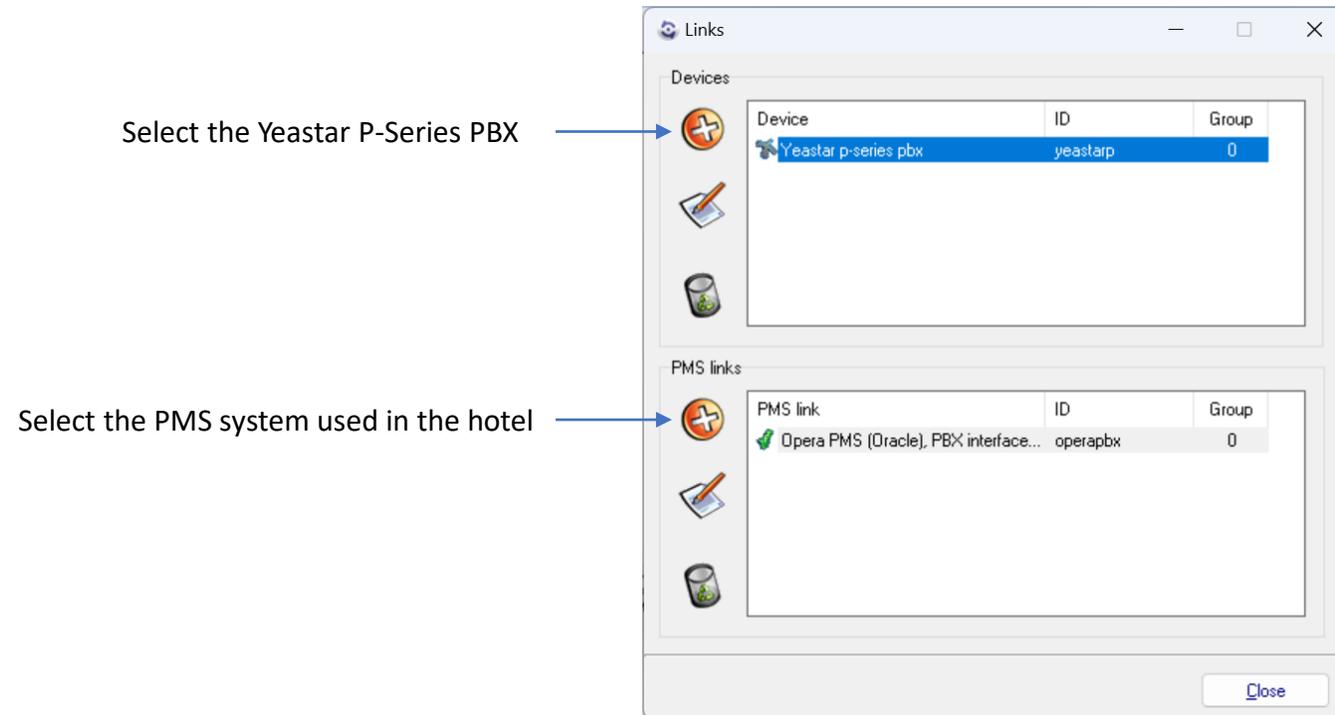
- Open the Windows **Services** (Control Panel / System and Security / Windows Tools / Services)
- Select the service: utile PMS link. Double click to open the property screen and select the “Recovery” tab
- Select the option “Restart the service” for the 3 error cases.



Connection to the system / equipment

Through pmslink monitor:

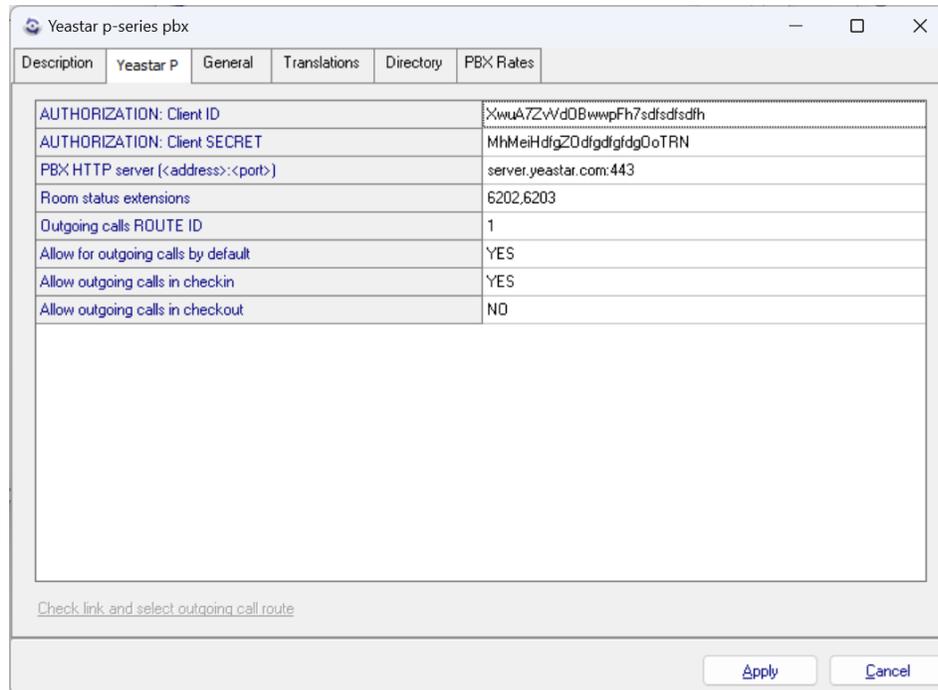
- Select the device to integrate: Yeastar P-Series
- Select the PMS to connect
- Configuration of the devices (PBX and PMS)



Yeastar P-Series configuration: Yeastar P

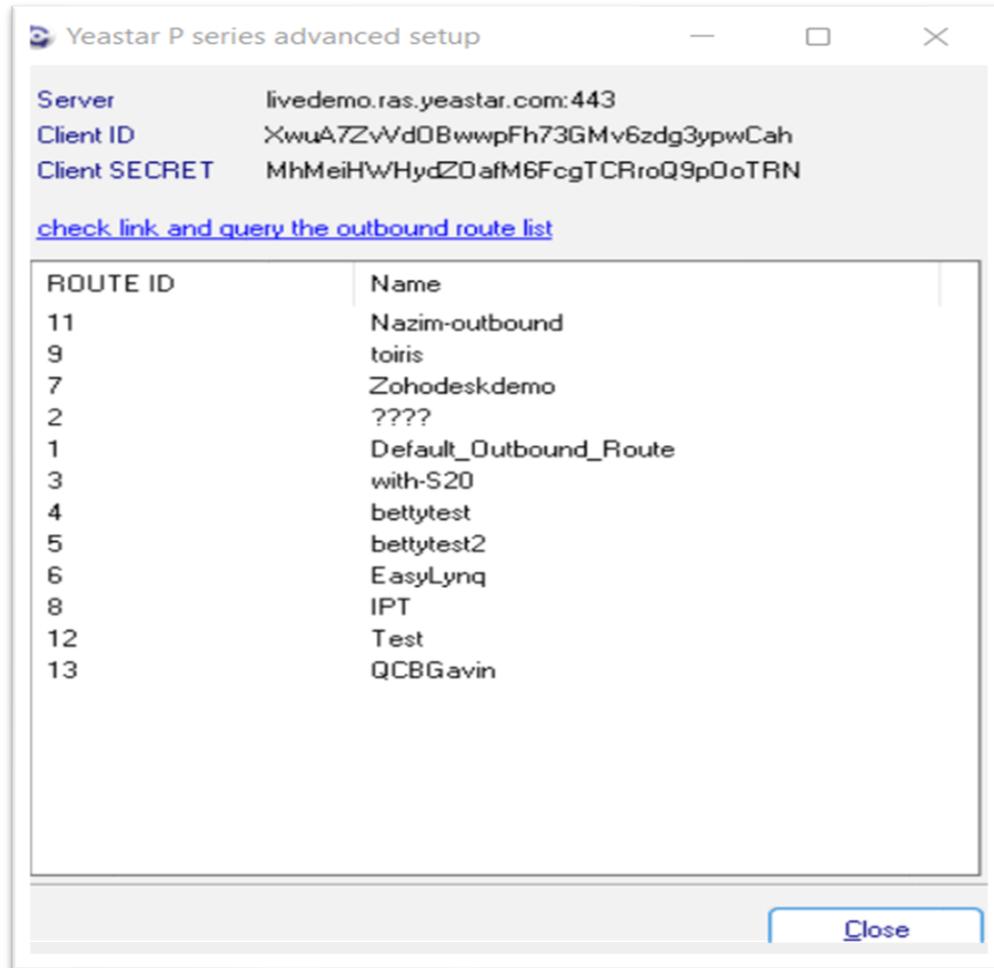
Through pmslink monitor:

- Open the Yeastar P-Series device configuration



Fields	Description
AUTHORIZATION: Client ID	Client ID provided by Yeastar
AUTHORIZATION: Client SECRET	Client Secret provided by Yeastar
PBX HTTP server (<address>:<port>)	Server name or IP Address and Port of the Yeastar PBX
Room status extension	IVR points to be used to indicate the room status code. One per each status. For example: 6202: clean; 6203: dirty. Separated by comma, without limit of IVR points to be added.
Outgoing calls ROUTE ID	Route ID for outgoing calls (external line access code).
Allow for outgoing calls by default	To allow / denied outgoing calls by default. The default values is YES.
Allow outgoing calls in checkin	To allow / denied outgoing calls when checkin is done. By default: YES
Allow outgoing calls in checkout	To allow / denied outgoing calls when checkout is done. By default: NO

Yeastar P-Series configuration: Yeastar P



Check Link

- Select the corresponding ROUTE ID

Yeastar P-Series configuration: 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 using the "New" button (left). Specially used for multi hotel environments. It can be left empty for a single hotel installation.
- Once done, select "New" (right) and add the corresponding room and extension.

PMS device configuration

Yeastar P-series device configuration

Yeastar p-series pbx

Description Yeastar P General Translations Directory PBX Rates

Send commands to specific devices Default Hotel ID hotel_test

Hotels Rooms

New Edit Delete

PMS ID	PMS alias	CNX ID	CNX alias
hotel_test2		hotel_test	

Indicated for multi hotel environments. For a single hotel, maybe left in blank

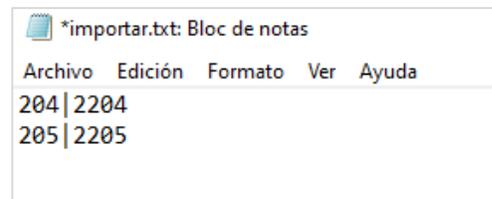
PMS room	CNX address	CNX additional addresses
101	1101	
102	1102	
201	2201	
202	2202	
203	2203	22203,

Apply Cancel

Yeastar P-Series configuration: 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".



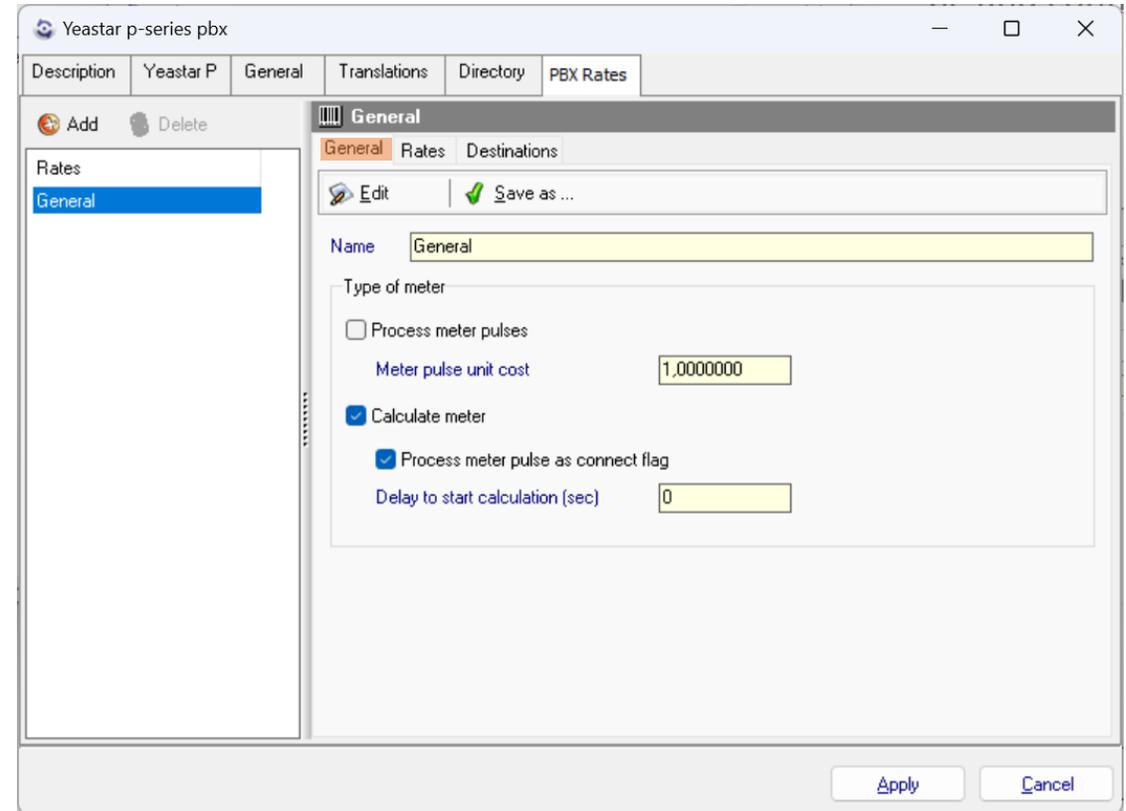
The functions of "PMS alias" and "CNX alias" can be left blank, as they are used in particular configurations and scenarios that will not be addressed in this case.

Yeastar P-Series configuration: PBX Rates

PBX Rates: General Tab

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.



Yeastar P-Series configuration: PBX Rates

PBX Rates: Rates | Destination Tab

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".

General | General | Rates | Destinations

Rate types

Add | Delete | Edit

Gratuito
Internacional
Movil
Nacional

New rate type

Description: Especial

Apply | Cancel

Rate : Internacional

Add | Delete | Edit

Days	Start	End	Connect	Exemption	Frequency	Unit cost
Mo,Tu,We,Th,Fr,Sa,Su	0:00:00	23:59:59	0,0000000	0	60	0,6500000

General | General | Rates | Destinations

Add | Delete | Edit

Header	Rate type
00	Internacional
6	Movil
7	Movil
9	Nacional
900	Internacional

New destination

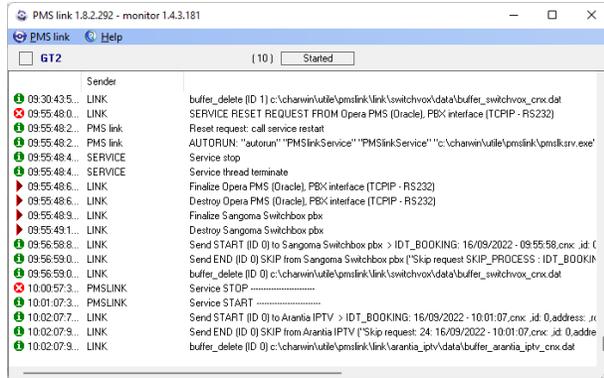
Header: 00356

Min length:

Rate: **Gratuito** (dropdown menu open showing options: Gratuito, Internacional, Movil, Nacional)

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.

Technical assistance

Our technical support, based on the services contracted, will be able to help you on:

- Remote installations of char pmslink
- Follow-up of the new installations
- Helpdesk to attend any doubts or technical issues
- Training of pmslink to the distribution channel

Technical contact: <https://charpmslink.com/helpdesk/>

Development Team

If the PMS system installed in the hotel is not one of the PMS systems already integrated with char, you can contact us to request a new integration.

See the list of PMS already integrated: <https://charpmslink.com/integrations-pms-property-management-systems/>