# Grandstream Networks, Inc.

UCM6xxx Series

HMobile PMS Integration Guide

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# INTRODUCTION

Property Management System is a software application used in the hospitality industry to automate some hotel functions such as guest booking, guest details, etc…

The system can be divided into three parts:

- PMS (Property Management System)
- PMSI (Property Management System Interface)
- PBX

Grandstream UCM6XXX series have integrated HMobile Connect PMSI which supports a large variety of PMS software providing following hospitality features: Check-in, Check-out, set Room Status, Wake-up call and more.

The following figure illustrates the communication flow between the PBX (Grandstream UCM6xxx Series) and PMS software, which is done through a middleware system (HMobile Connect) acting as interface between both parties.
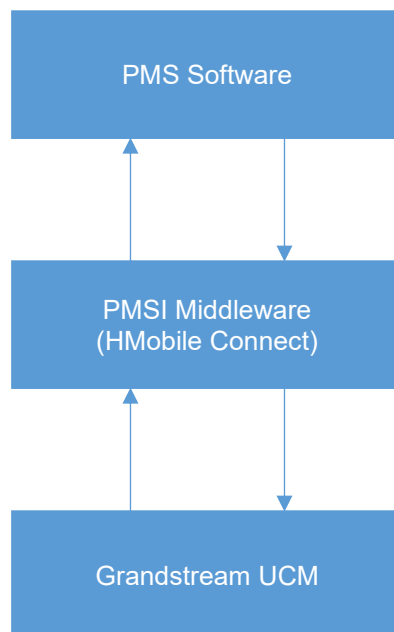


**Figure 1: UCM & PMS interaction**

The following list includes all PMS systems that are compatible with Hmobile:

http://www.chardesarrollodesistemas.com/download/general/documentation/char_pms_integrated_en.pdf

For more information about Hmobile you can visit their website below:

http://www.hmobile.es

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# SUPPORTED PMS FEATURES

The UCM6xxx supports the following features using HMobile PMS Systems.

**Table 1: PMS Supported Features**

| Features |
| --- |
| Check-In |
| Check-out |
| Wake-up Call |
| Update |
| Room Status |
| Room Move |
| Do Not Disturb |
| Mini Bar |
| MSG |

## Check-in

**Check-in** feature is used to store information such as Room Number, Extension, Username, Guest Account, Guest Credit Money, Maid Code, Arrival/Departure Date upon guest arrival.
Guest language can also be received from PMS to customize phone system prompts (if possible).

| | Address ⇕ | Room Number ⇕ | Extension ⇕ | Room Status ⇕ | User Name | Guest Account | Guest Category Code | Guest Credit Money | Maid Code | Options |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ☐ | 2000 | 2000 | 2000 | Check-in | JohnDoe | | | 1155 | | ✎ 🗑 |

**Figure 2: Check-in**

## Check-out

**Check-out** feature is used upon guest departure to clear stored data at check-in and restore extension's default settings including language, privileges and deleting all voicemails on that extension.
The "Room Status" will be set to "checkout".

| | Address ⇕ | Room Number ⇕ | Extension ⇕ | Room Status ⇕ | User Name | Guest Account | Guest Category Code | Guest Credit Money | Maid Code | Options |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ☐ | 2000 | 2000 | 2000 | Check-out | | | | | | ✎ 🗑 |

**Figure 3: Check-out**

## Update Entry

When an update is needed for an entry, in case of an error for instance, PMS sends **Update** command to the UCM6XXX containing Name, Surname, and Language to update according to modifications made on PMS side.

## Update Room Status

**Room Status** feature is used to update the status of the room.

Three statuses are available:

- **Cleaning**
- **Repairing**
- **Cleaning Repair finished.**

*23XXXX is the feature code to update the Room Status, where XXXX is the Maid Code.

When dialing *23XXXX, the room status (**Cleaning**, **Repairing** or **Cleaning Repair finished**) should be selected by the maid using corresponding status code.

| | Address ⇕ | Room Number ⇕ | Extension ⇕ | Room Status ⇕ | User Name | Guest Account | Guest Category Code | Guest Credit Money | Maid Code | Options |
|---|---|---|---|---|---|---|---|---|---|---|
| ☐ | 2000 | 2000 | 2000 | Cleaning | JohnDoe | | | 956 | 2000 | ✎ 🗑 |

**Figure 4: Cleaning**

| | Address ⇕ | Room Number ⇕ | Extension ⇕ | Room Status ⇕ | User Name | Guest Account | Guest Category Code | Guest Credit Money | Maid Code | Options |
|---|---|---|---|---|---|---|---|---|---|---|
| ☐ | 2000 | 2000 | 2000 | Repairing | JohnDoe | | | 956 | 2000 | ✎ 🗑 |

**Figure 5: Repairing**

| | Address ⇕ | Room Number ⇕ | Extension ⇕ | Room Status ⇕ | User Name | Guest Account | Guest Category Code | Guest Credit Money | Maid Code | Options |
|---|---|---|---|---|---|---|---|---|---|---|
| ☐ | 2000 | 2000 | 2000 | Check-in | JohnDoe | | | 956 | 2000 | ✎ 🗑 |

**Figure 6: Cleaning Repair Finished**

## Room Move

When a guest changes or moves to another room, **Room Move** command is sent by the PMS through "H-Mobile Connect" to notify a guest room change, and all stored information will be moved to the new room. In the figure below, all data on room 4000 is moved to room 2000.

| | Address ⇕ | Room Number ⇕ | Extension ⇕ | Room Status ⇕ | User Name | Guest Account | Guest Category Code | Guest Credit Money | Maid Code | Options |
|---|---|---|---|---|---|---|---|---|---|---|
| ☐ | 2000 | 2000 | 2000 | Check-in | JohnDoe | | | 956 | 2000 | ✎ 🗑 |
| ☐ | 4000 | 4000 | 4000 | Check-out | | | | | | ✎ 🗑 |

**Figure 7: Room Move**

## Wake-up Call

**Wake-up** feature is used to make the extension ring upon PMS signal.
The UCM sends a notification message to the PMS including time and date of answered call in order for the system to repeat (or not) the wake-up call.

### Wake-up Call Action Status

- When setting up a Wake-up call on the PMS, UCM6XXX initially sets "Action Status" to **Programmed**.
- Once the call is made, UCM6XXX sets "Action Status" to **Executed**.
- Programmed Wake-up calls can be **Cancelled** from the PMS, the UCM will update the Action Status to **Cancelled** as shown on the following figure.

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| Room Number ⇕ | Action Status ⇕ | Type ⇕ | Answer Status ⇕ | Date | Time | Options |
|---|---|---|---|---|---|---|
| 2000 | Cancelled | Single | No action | 2017-08-10 | 09:30 | ✎ 🗑 |

**Figure 8: Wake-up Call Cancelled**

## Wake-up Call Types

Two types of wake-up call are available:

### Single

The call will be made once at the programmed time.

| Room Number ⇕ | Action Status ⇕ | Type ⇕ | Answer Status ⇕ | Date | Time | Options |
|---|---|---|---|---|---|---|
| 2000 | Programmed | Single | No action | 2017-08-10 | 09:30 | ✎ 🗑 |

**Figure 9: Single Wake-up Calls**

### Daily

The call will be repeated each day at the programmed time.

| Room Number ⇕ | Action Status ⇕ | Type ⇕ | Answer Status ⇕ | Date | Time | Options |
|---|---|---|---|---|---|---|
| 2000 | Programmed | Daily | No action | 2017-08-10 | 09:30 | ✎ 🗑 |

**Figure 10: Daily Wake-up Calls**

## Wake-up Answer Status

Three Answer Statuses are available in response to the Wake-up call:

### Answered

If the guest answers the wake-up call, UCM6XXX will set "Answer Status" to **Answered**.

| Room Number ⇕ | Action Status ⇕ | Type ⇕ | Answer Status ⇕ | Date | Time | Options |
|---|---|---|---|---|---|---|
| 2000 | Executed | Daily | Answered | 2017-08-10 | 06:53 | ✎ 🗑 |

**Figure 11: Wake-up Call Answered**

### Rejected

If the guest rejects the wake-up call, UCM6XXX will set "Answer Status" to **Busy**.

| Room Number ⇕ | Action Status ⇕ | Type ⇕ | Answer Status ⇕ | Date | Time | Options |
|---|---|---|---|---|---|---|
| 2000 | Executed | Daily | Busy | 2017-08-10 | 06:54 | ✎ 🗑 |

**Figure 12: Wake-up Call Busy**

### No Answer

If the guest doesn't answer the wake-up call after timeout, UCM6XXX will set "Answer Status" to **No Answer**.

| Room Number ⇕ | Action Status ⇕ | Type ⇕ | Answer Status ⇕ | Date | Time | Options |
|---|---|---|---|---|---|---|
| 2000 | Executed | Daily | No Answer | 2017-08-10 | 06:55 | ✎ 🗑 |

**Figure 13: Wake-up Call No Answer**

### Error

If an error occurs during the wake-up call, UCM6XXX will set "Answer Status" to **Error**.

| Room Number ⇕ | Action Status ⇕ | Type ⇕ | Answer Status ⇕ | Date | Time | Options |
|---|---|---|---|---|---|---|
| 2000 | Executed | Daily | Error | 2017-08-10 | 06:59 | ✎ 🗑 |

**Figure 14: Wake-up Call Error**

# MSG Notification

Sent by PMS through HMobile Connect to notify the existence of a new message for the guest (in Reception, voicemail, etc.)

# Do Not Disturb

When **Do Not Disturb** is activated on an extension, all calls to that extension will get busy treatment. This command is sent by PMS through "H-Mobile Connect" to enable/disable DND status.

# Mini Bar

**Mini Bar** feature is used by the maid to monitor the consumer's goods.

Users need to create first a mini bar and the maid code in order to consult the goods, please refer to **Mini Bar** for more details.

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# UCM6XXX CONFIGURATION

Following configuration are based UCM6XXX with firmware 1.0.15.16. The configuration may vary using higher firmware versions.
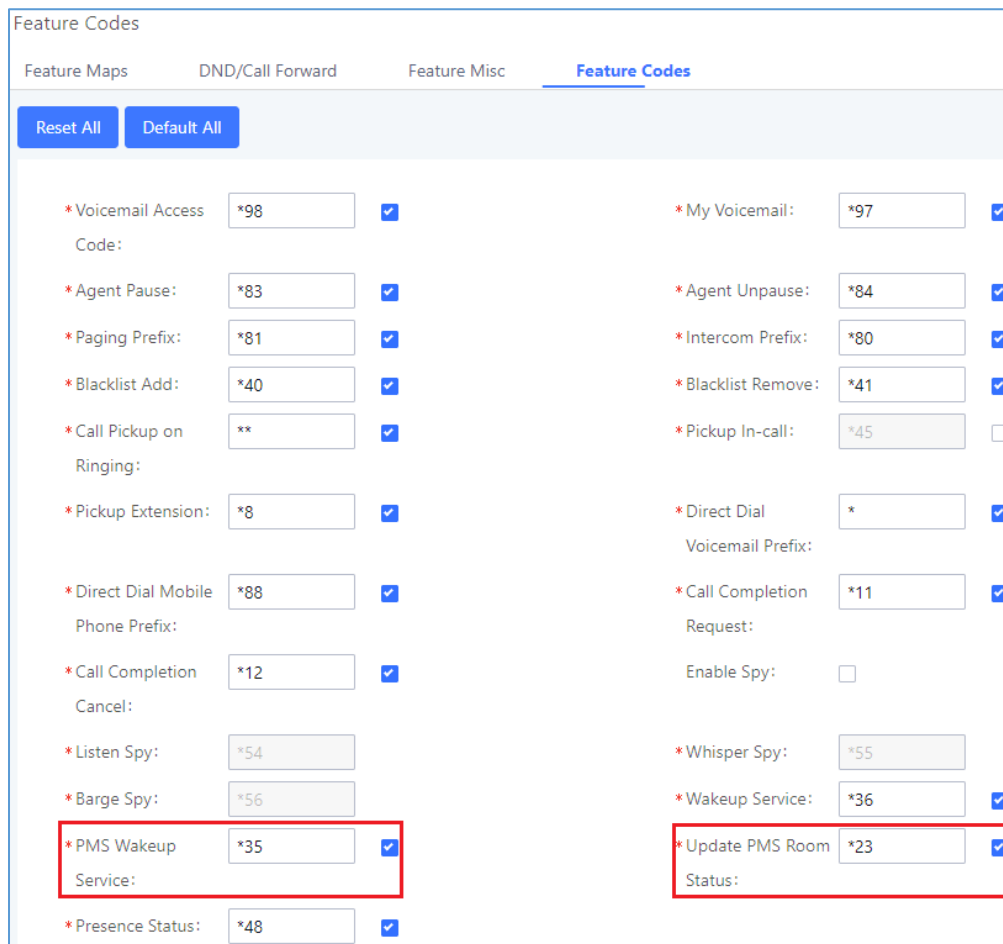
## Create Extensions

To configure the UCM6XXX with a PMS Server, users need first to create some extensions on the UCM6XXX that will be associated with guests' rooms.
To create or modify existing extensions, log in to the UCM6XXX's by typing its address on a browser, then go to **Extension/Trunk→Extensions**.

## Configure UCM6XXX with PMS Server

To use all PMS features, make sure that the following feature codes are configured from UCM6XXX Web GUI→**Call Features→Feature Codes**:
- **Update PMS Room Status**
- **PMS Wake Up Service**



**Figure 15: PMS Feature Codes**

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Navigate to **Value-added Features→PMS→Basic settings**, the following table explains the fields needed to be configured to set the connection for PMS system.

**Table 2: PMS Basic Settings**

| Field | Description |
|---|---|
| PMS Module | Select **HMobile** to use HMobile PMS system features. |
| Wake Up Prompt | Choose the prompt to be played upon Wake-Up call request, users can click on Prompt to upload a customer prompt to the UCM6XXX. |
| PMS URL | Enter the server's URL address (i.e 192.168.6.185:8081/soap). |
| UCM Port | Enter the UCM6XXX's port to use when communicating with H-Mobile Server. |
| Username | Enter the Username for PMS system authentication. |
| Password | Enter the Password for PMS system authentication. |
| Site | Enter the Site ID to identify the hotel on the PMS server. |



**Figure 16: PMS Basic Settings - HMobile**

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## Room Management

Users can then create and manage Rooms from **Value-added Features→PMS→Room Status**:

- Click **Create New Room** to Create a new room for a guest.



**Figure 17: Create a New Room**

- Click on **Delete Selected Rooms** to delete any selected room.



**Figure 18: Delete Selected Rooms**

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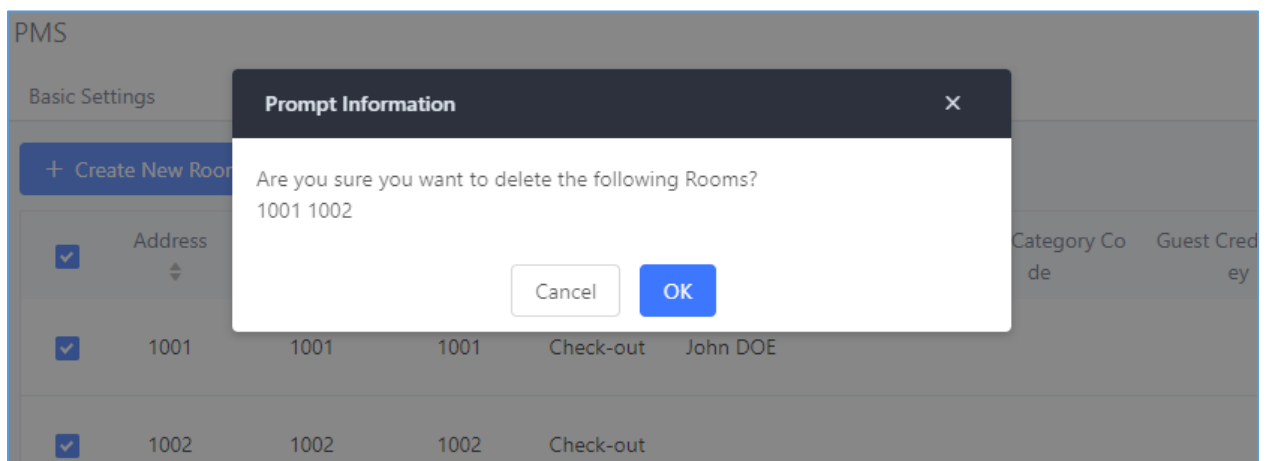
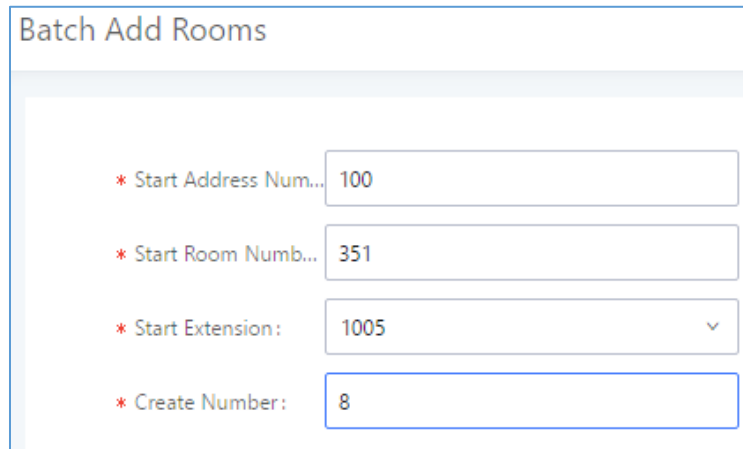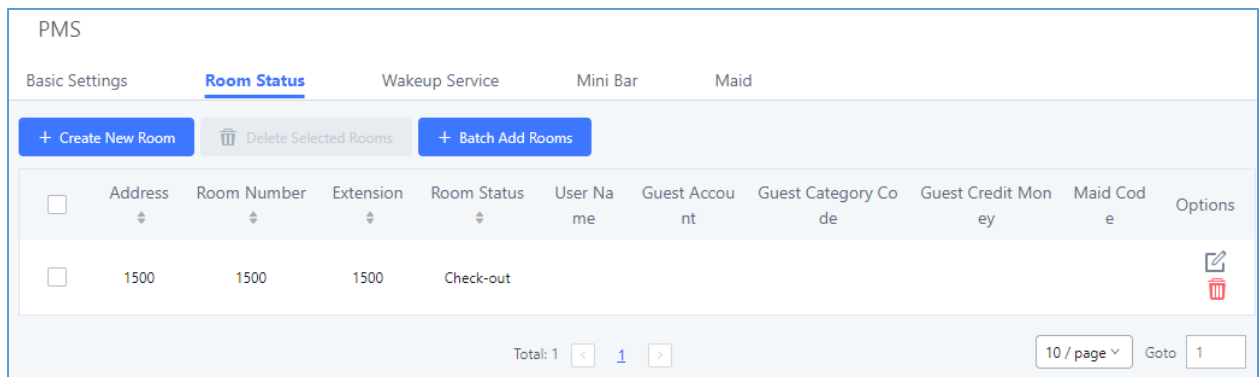- Click on **Batch Add Rooms** to create multiple rooms at the same time.



**Figure 19: Batch Add Rooms**

- User can also click on 🗑 next to a room to delete it, or click on ✎ to edit the room's options.



**Figure 20: Room Status**

## Wake Up Service

Users can create a New Wake Up service for Rooms from **Value-added Features→PMS→Wake Up Service**.
Click on **Create New Wake Up Service**, the following window will pop up:

**Figure 21: Create New Wake Up Service**

Please refer to the following table for fields description of Wake-Up Service:

**Table 3: PMS Wake Up Service**

| Field | Description |
|---|---|
| **Room Number** | Select the room number where to call. |
| **Time** | Set the time of the wakeup call. |
| **Action Status** | Show the status of the call:<br><br>• **Programmed**: the call is scheduled for the time set.<br><br>• **Cancelled:** the call is canceled.<br><br>• **Executed:** the wakeup call is made. |
| **Type** | • **Single:** The call will be made once on the specific time.<br><br>• **Daily:** The call will be repeated every day on the specific time |

The following figure shows the status of the wakeup call once the call is made at the specified time.
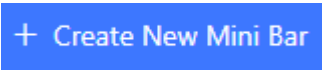


| | Name ⇕ | Extension ⇕ | Status | Action Status ⇕ | Answer Status ⇕ | Date | Time | Options |
|---|---|---|---|---|---|---|---|---|
| ☐ | John | 1000 | Enabled | Executed | Answered | 2017-05-04 | 05:18 | ✎ 🗑 |

**Figure 22: Wake Up Call Executed**

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# Mini Bar

## Create New Mini Bar

To create a new mini bar, click on [+ Create New Mini Bar] under UCM webGUI→**Value-added Features**→**PMS**→**Mini Bar**, the following window will pop up:
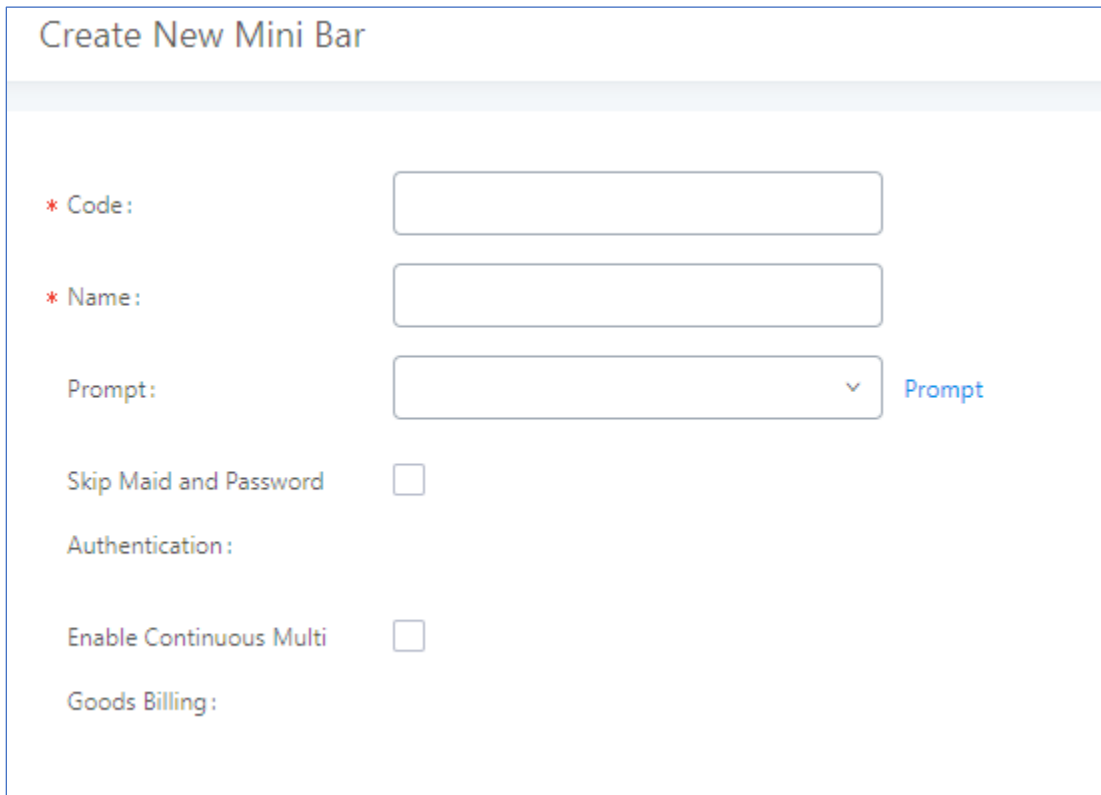


**Figure 23: Create New Mini Bar**

**Table 4: Create New Mini Bar**

| Code | Enter a non-existing extension number to be dialed when using the mini bar feature. |
|---|---|
| Name | Enter a name for the mini bar. |
| Prompt | Select the Prompt to play once connected to the mini bar. |
| Skip Maid and Password Authentication | If enabled, the default maid code will be 0000, no authentication is required. <br> Enter 0000 followed by # to access the consumer goods |
| Enable Continuous Multi Goods Billing | If enabled, please separate the goods' codes by * (star). |

To create a new prompt please refer to **CREATE CUSTOM PROMPT**

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## Create New Maid

Once the Mini Bar created, a new maid needs to be created to consult the consumer goods.

To create a new maid, click on [ + Create New Maid ] under UCM webGUI→**Value-added Features**→**PMS**→**Mini Bar**, the following window will popup:



**Figure 24: Create New Maid**

**Table 5: Create New Maid**

| Maid Code | Enter a code to identify the new maid. Only digits accepted. This code is required to identify the maid when checking consumer's goods. |
|---|---|
| Secret | Enter a password associated with the maid. Only digits accepted. |

User could either edit the "Maid" secret by clicking on 🖉 , or delete a maid by clicking on 🗑 to remove the selected maid.

## Create Consumer Goods

Create then the consumer goods and set associated prompts to them.

- To create a new consumer goods, click on [ + Create New Consumer Goods ] under UCM webGUI→**Value-added Features**→**PMS**→**Mini Bar**, the following window will popup:
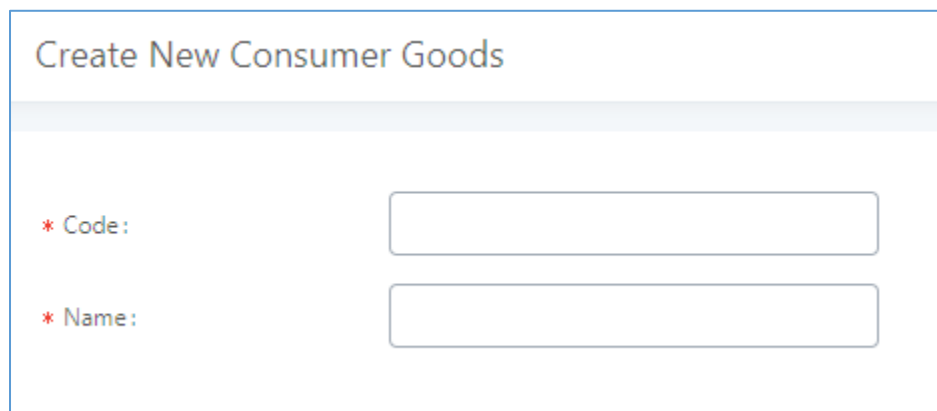


**Figure 25: Create New Consumer Goods**

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**Table 6: Consumer Goods**

| Code | Enter the Goods Code. |
|------|------------------------|
| Name | Enter the Name of the Goods |

- Users could edit the created consumer goods by clicking on 🖊, The name can be changed while the consumer goods "Code" cannot:
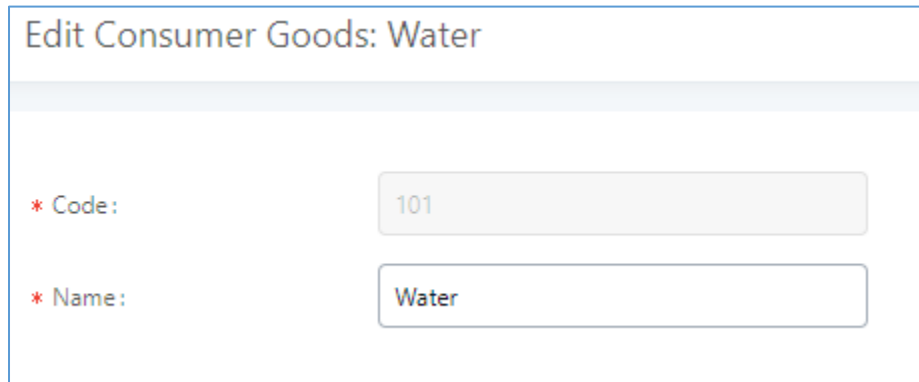


**Figure 26: Edit Consumer Goods.**

- To delete a consumer goods user could click on 🗑 to remove the item.

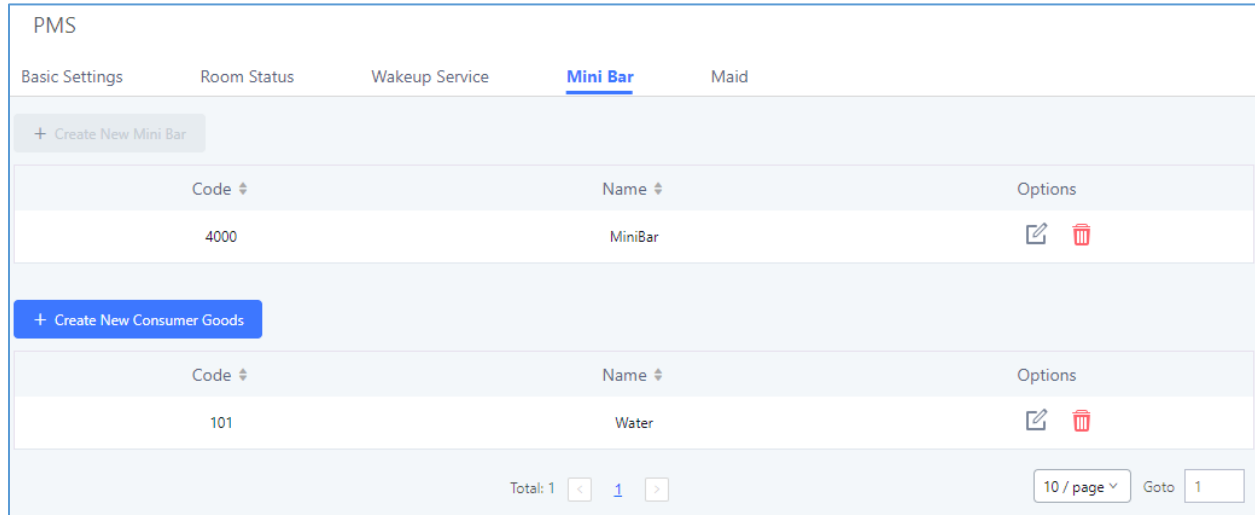The Minibar page shows as following:
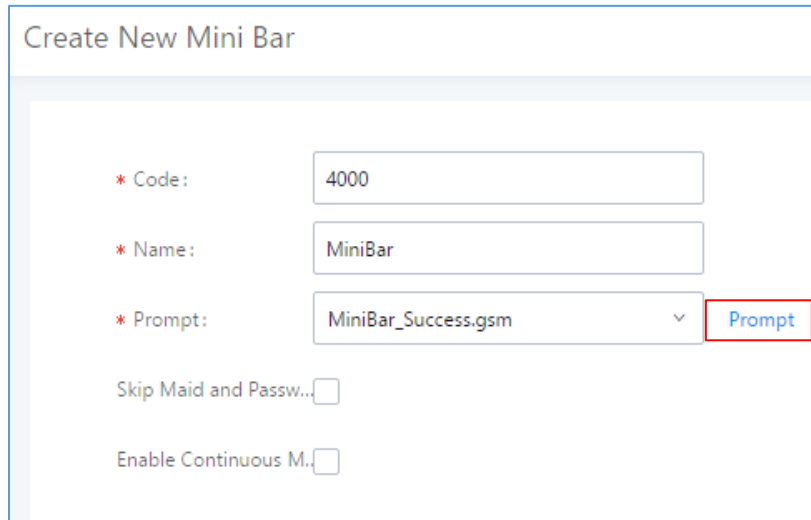


**Figure 27: Mini Bar**

### Using Mini Bar

To use Mini Bar feature, follow the steps below:

1. Make a call to the Mini Bar extension (4000 in this example), a voice prompt will be played.

2. Enter the Maid Code followed by star and the password followed by pound (example: 1100*123456#).

3. Type the consumer's code that the Maid wants to check followed by pound (example: 101#).

## CREATE CUSTOM PROMPT

Prompts on PMS can be customized/personalized at customer's convenience by either recoding or uploading new prompts. Click on "Prompt" option as shown on the following figure to be redirected to "Custom Prompt" page, or go to Web GUI→**PBX Settings**→**Voice Prompt**→**Custom Prompt** page directly.



**Figure 28: Customize Prompt**

Once the PMS prompt file (created/uploaded) is successfully added to the UCM6xxx, it will be shown in the prompt list options to select in different PMS scenarios.
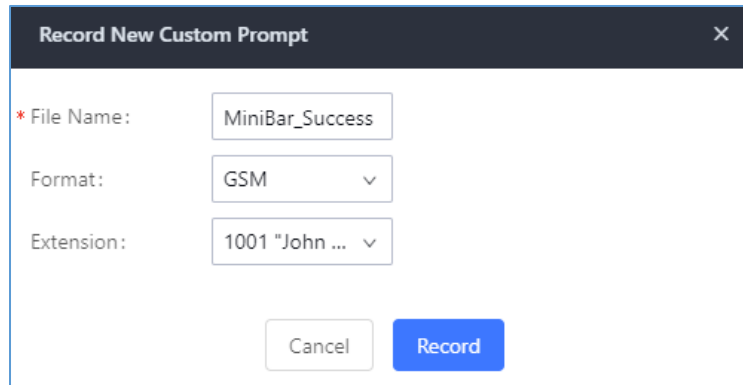
### Record New Custom Prompt

In the UCM6xxx web UI→**PBX Settings**→**Voice Prompt**→**Custom Prompt** page, click on

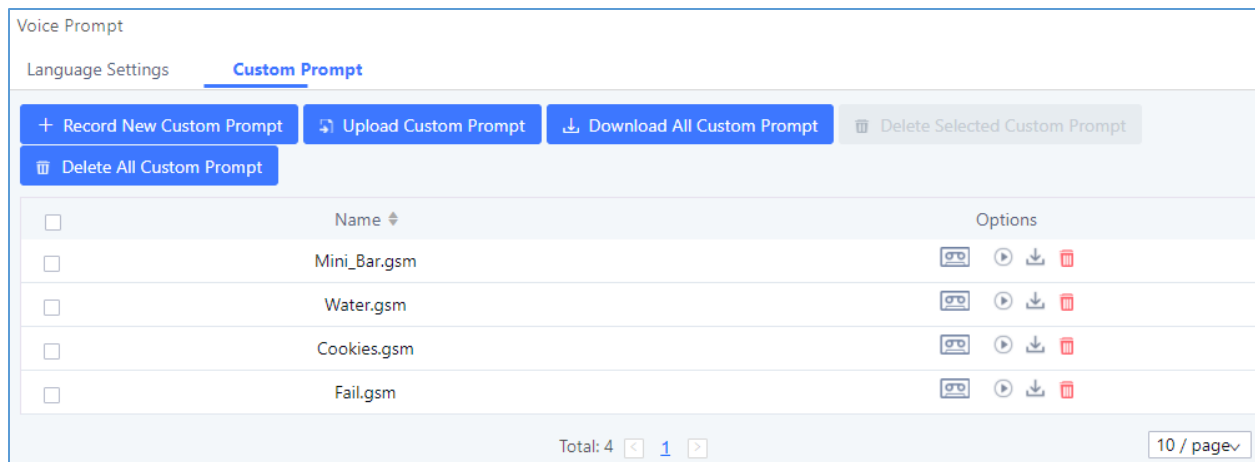+ Record New Custom Prompt    and follow the steps below to record new prompt.

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**Figure 29: Record New Prompt**

1. Specify the custom prompt file name.

2. Select the format (GSM or WAV) for the prompt file to be recorded.

3. Select the "Extension" to receive the call from the UCM6xxx to record the prompt.

4. Click the "Record" button. A call will be initiated to the selected extension.

5. Pick up the call and start the recording following voice prompts.

6. The recorded file will be listed in the Custom Prompts page (see figure 30). Users could select to rerecord, play or delete the recording.



**Figure 30: Custom Prompt**

## Upload Custom Prompt

If the user has a pre-recorded prompt file, click on  in Web GUI under **PBX Settings→Voice Prompt→Custom Prompt** page to upload the file to the UCM6xxx.

Following are PMS prompt requirements to be accepted by UCM6xxx series:

- PCM encoded.
- 16 bits.
- 8000Hz mono.
- In .mp3 or .wav format; or raw/ulaw/alaw/gsm file with ".ulaw" or ".alaw" suffix.
- File size under 5M.
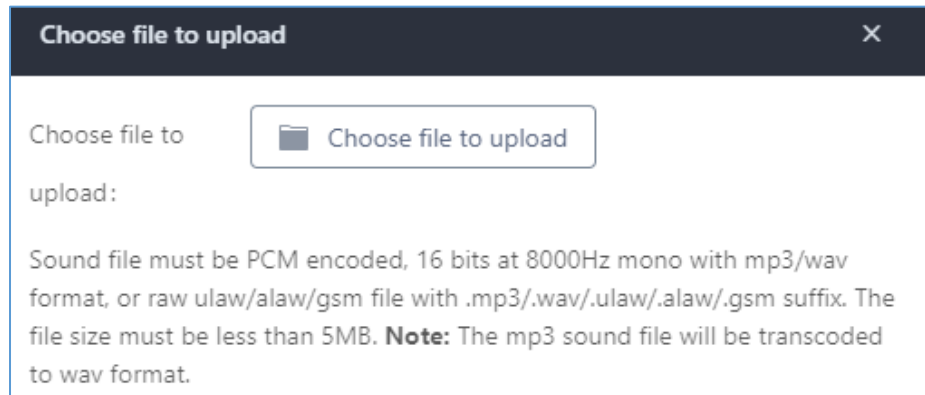
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**Figure 31: Upload Custom Prompt**

Click on the button to select audio file from local PC and click on to start uploading it. Once uploaded, the file will appear in the "Custom Prompt" web page.

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