

Grandstream Networks, Inc.

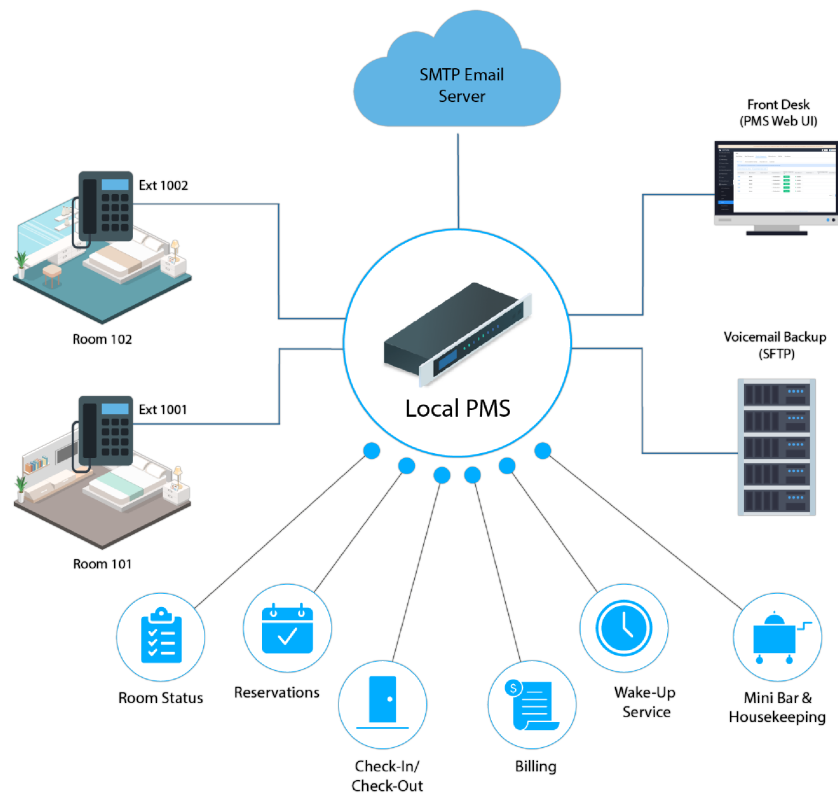
Local PMS Guide



INTRODUCTION

Grandstream IP PBXs includes an integrated on-premise Property Management System (Local PMS) that provides core hotel-operations features without requiring third-party PMS integration. Hotels can manage room lifecycles, guest check-in/check-out, billing, wake-up services, reservations, and housekeeping tasks directly from the PBX web interface.

The Local PMS automates several functions that typically require manual work, including clearing guest data at checkout, sending notifications, and backing up guest voicemail recordings. This simplifies hotel operations while keeping all data managed locally on the PBX.



Local PMS at a glance

SUPPORTED PMS FEATURES

The Grandstream IP PBX Local PMS provides the following core features for hotel management:

PMS Feature	Purpose
Reservations	Manage upcoming stays, create and update bookings, and send reservation confirmations.
Check-In / Check-Out	Handle guest arrival and departure, assign rooms, finalize stays, and generate bills.
Billing	Display room fees, minibar charges, other costs, and call charges imported from PBX billing.
Room Status	Track the current condition and availability of each room (Available, Cleaning, Repairing, etc.).
Wake-Up Service	Schedule and manage wake-up calls, including recurring calls and IVR-based notifications.

Mini Bar	Record guest minibar consumption and automatically add charges to the bill.
Room Types & Pricing	Define pricing models (daily, holiday, hourly) and tax rules for each room category.
Room Groups	Organize rooms into logical groups for easier scheduling and management.
Availability Calendar	Visual view of room availability, reservations, and active stays across dates.
Guest Self-Service	Allow guests to complete check-in and check-out via email links.
Guest List	Maintain a centralized guest database that can be edited, imported, or exported.
Check-In / Check-Out History	Automatically clear guest data, reset credentials, and export logs after checkout.
Voicemail Backup	Store guest voicemail recordings to a storage location automatically after checkout.
PMS Feature Codes	Perform PMS actions from room phones, such as wake-ups, status updates, and minibar entries.

Basic Settings

To use the Local PMS service on your PBX, the PMS Module needs to be defined and set to “Local PMS”, this configuration can be done on the Basic settings tab as shown in the screenshot below, to access the PMS settings, Click on Other Features, and Choose PMS on the drop-down menu:

PMS

- Basic Settings
- Room Management
- Check-in Management
- Wakeup Service
- Mini Bar
- Housekeeper

General

PMS Module Local PMS

Prompt

Wakeup Prompt ⓘ Wake Call Upload Audio File

Room Status Update Prompt ⓘ Default Room Status Update Prompt Upload Audio File

Automatically Clear/Reset

Automatically Clear Phone Call History ⓘ None

Automatically Clear Wakeup Calls ⓘ None

Automatically Clear Wave Chat History ⓘ None

Automatically Reset User/Wave Password ⓘ ☐

Self-service Settings

ⓘ To ensure the normal delivery of emails, please set the email information of the main occupants in each room in advance.

Self-Check-In Via Email ⓘ ☒ Check-in Email Template

Self-Check-Out Via Email ⓘ ☒ Check-out Email Template

Check-out is allowed when the bill is not settled ☐

Other

Back Up Voicemail Recordings ⓘ ☒

Sync Guest Name to Phone ⓘ ☐

Review Bill at Check-Out ⓘ ☐

Local PMS Basic Settings

The configuration parameters available on the local PMS basic settings are explained in the table below:

Parameter	Description
<i>Prompt</i>	
Wakeup Prompt	A customized prompts that can be played when the wakeup call is answered. To customize it please navigate to PBX Settings→Voice Prompt→Custom Prompt
Room Status Update Prompt	Choose a previously uploaded prompt or upload the prompt which will be played when the room status is changed. If the room status codes have been change, please update the Room Status accordingly.
<i>Automatically Clear/Reset</i>	
Automatically Clear Phone Call History	Configures whether or not the call history of phones will be automatically cleared upon check-in or check-out. Currently only supported on Grandstream phones. ● None: Call history will not be deleted after checking-in or checking-out. ● Check Out: Call history will be delete when the guest checks-out. ● Check In: Call history will be delete when a new guest checks-in.
Automatically Clear Wakeup Calls	Scheduled wakeup calls for rooms can be cleared upong checking in or checking out. ● None: The wakeup calls won't be automatically cleared. ● Check out: The wake up calls assigned to the guest will be cleared when they check out. ● Check In: The wake up calls assigned to a guest will be cleared when a new client checks in.
Automatically Clear Wave Chat History	If enabled, room Wave chat history will be automatically cleared upon check-in or check-out.
Automatically Reset User/Wave Password	If enabled, the User/Wave password of the room extension will be automatically reset to a random password upon check-out.
<i>Self-service Settings</i>	
Self-Check-In Via Email	Enables the system to automatically send a self check-in email with a link prior to the guest's arrival.
Advance sending time (hours)	Defines how many hours before the scheduled check-in time the self check-in email will be sent.
Self-Check-Out Via Email	Allows the system to automatically send a self check-out email with a link prior to departure.
Advance sending time (hours)	Defines how many hours before the scheduled check-out time the email will be delivered.
Check-out is allowed when the bill is not settled	Controls whether guests are allowed to complete self check-out even if their bill is not fully paid. ● Enabled: The guest may check out before completing the payment ● Disabled: Payment must be settled before self-check-out is allowed. This option is disabled by default.
<i>Other</i>	
Back Up Voicemail Recordings	Configures automatic backup of voicemail recordings to external storage after check-out. When this feature is enabled, users can specify the storage destination.
Storage Location	Select the storage location for voicemail recordings. The available options are: ● SFTP Server ● NAS ● USB ● SD Card Note: To configure storage devices, go to <i>PBX Settings→Storage Device Management</i> .

Email Address	Enter the destination email address where the system will deliver backup files.
Sync Guest Name to Phone	Provisions the name of the checked-in guests to endpoints via Zero Config. Requires endpoints to be discoverable and provisionable by Zero Config.
Review Bill at Check-Out	If enabled, a pop-up window with all the charges will appear during guest check-out for reviewing purposes.
Currency Unit	The currency unit for the call rate. These are the supported options which you can choose from: • American Dollar • Euro • Sterling Pound • Yen • Won • Hong Kong Dollar • Australian Dollar • Canadian Dollar • Baht • Singapore Dollar • Swiss Franc • Swedish Krona • Danish Krone • Norwegian Krone • New Zealand Dollar • South African Rand • Brazilian Rial • Indian Rupee • Russian Ruble • Vietnamese Dong • Polish Zloty • Czech Koruna • Turkish Lira • Custom: Enter the currency unit.
Periodically Email Recordings	If enabled, new recordings will be automatically sent to the specified email inbox periodically at the specified intervals.
Type	Configures the type of recordings that should be sent periodically • Wakeup Service • Check-in/Check-out History • CDR Records
Period	Specifies the automatic download period. The default option is “By Day”. At the specific time of each day, week or month, the last cycle of new records will be sent to the user. • By Day • By Week • By Month
Email	Specifies the automatic download period. The default option is “By Day”. At the specific time of each day, week or month, the last cycle of new records will be sent to the user.
Customer Email	Enables the system to send automated emails to guests. This includes reservation updates and billing information. Note: Email notifications will not be sent if the customer’s email address is missing.
Reservation Notification	When enabled, the guest will automatically receive an email whenever a reservation is created, modified, or cancelled.
Billing Notification	If enabled, billing-related emails will be sent automatically to the guest.

Room Management

The Room Management service allows administrators to add, configure, and maintain rooms within the Local PMS. Rooms can be added individually or in batches. Each room must be assigned a room type, and optional room groups may also be configured to support organizational or operational grouping.

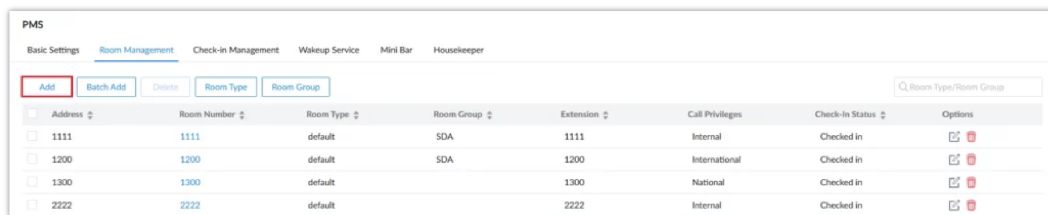
Add Room Manually

This section explains how to create a single room entry, assign extensions, select a room type, and configure call privileges.

The **PMS→Room Management** table provides visibility into each room's configuration and current occupancy status.

To add a room manually, please refer to the instructions below:

1. Click on the "Add" button in the local PMS room management tab.



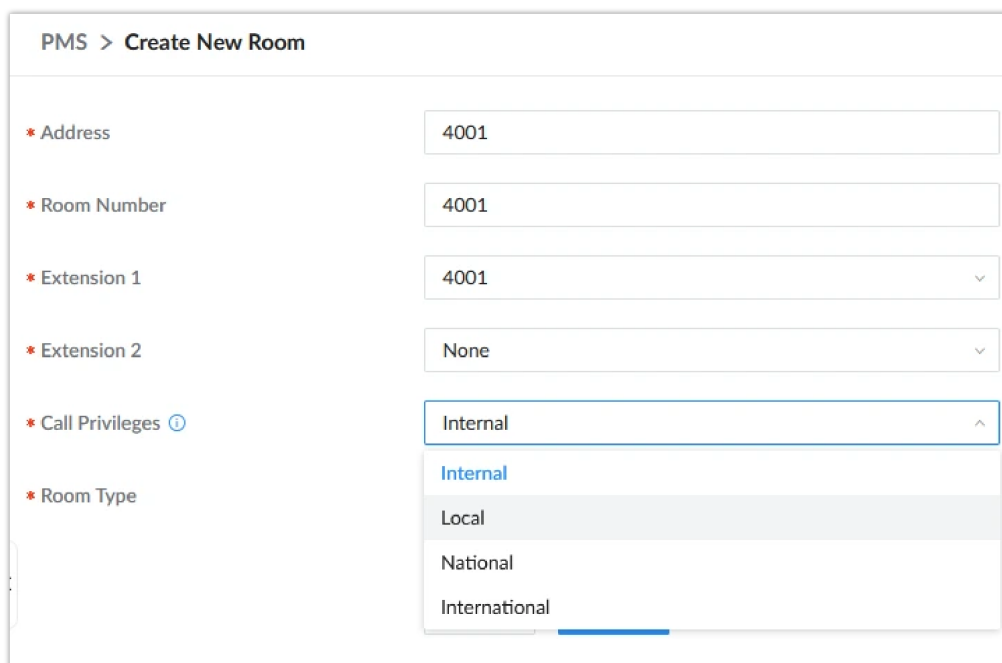
The screenshot shows the PMS interface with the 'Room Management' tab selected. At the top, there are buttons for 'Add', 'Batch Add', 'Delete', 'Room Type', and 'Room Group'. Below these is a table with columns: Address, Room Number, Room Type, Room Group, Extension, Call Privileges, Check-In Status, and Options. The table contains four rows of data for rooms 1111, 1200, 1300, and 2222.

Address	Room Number	Room Type	Room Group	Extension	Call Privileges	Check-In Status	Options
1111	1111	default	SDA	1111	Internal	Checked in	[Edit] [Delete]
1200	1200	default	SDA	1200	International	Checked in	[Edit] [Delete]
1300	1300	default		1300	National	Checked in	[Edit] [Delete]
2222	2222	default		2222	Internal	Checked in	[Edit] [Delete]

Add Individual Room

2. Provide the Address, Room Number, and assign up to two extensions associated with the room (*Extension 2 may be set to None if the room requires only a single extension*).
3. Set the call privilege for the room to one of the following: Internal, Local, National, International.

After guest check-out, any call privilege modifications applied during the stay are automatically reset to *Internal*.

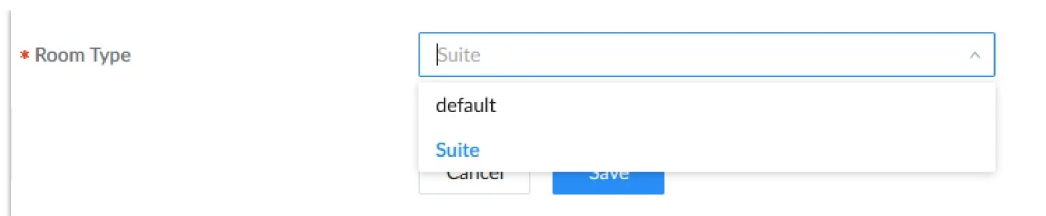


The screenshot shows the 'PMS > Create New Room' form. It has several fields with red asterisks indicating they are required: Address (text input with value 4001), Room Number (text input with value 4001), Extension 1 (dropdown menu with value 4001), Extension 2 (dropdown menu with value None), Call Privileges (dropdown menu with value Internal and a blue information icon), and Room Type (dropdown menu with a list of options: Internal, Local, National, International). The 'Internal' option is currently selected for Call Privileges.

Individual Room Creation Settings

4. Choose the appropriate Room Type from the list. Room Types are configured separately under **Room Management→Room Type**.

Rooms created previously (before the room type feature was introduced) are automatically assigned the "default" type.



A dialog box titled "Room Type" with a search bar containing "Suite". Below the search bar, a dropdown menu shows "default" and "Suite" (highlighted in blue). At the bottom, there are "Cancel" and "Save" buttons.

Room Type Selection

Note

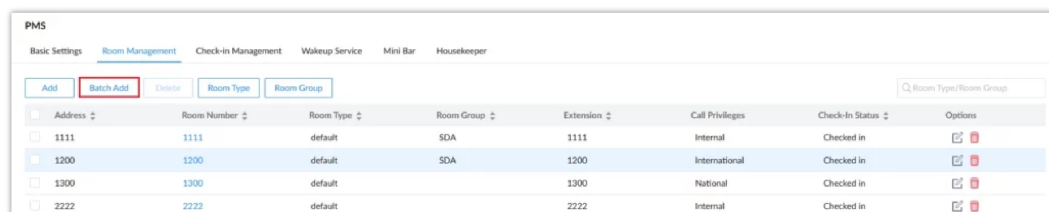
After guest checkout, any changes made to the calling privilege of the room's extensions during the check-in period will be automatically reset to the "internal" Privilege.

Batch Add Rooms

Batch room creation allows the administrator to create multiple rooms at once with sequential numbering for addresses, room numbers, and extensions.

To create room in batch, please refer to the steps below:

1. Click on the "Batch Add" button in the local PMS room management tab.



The screenshot shows the PMS Room Management interface. The "Batch Add" button is highlighted in red. Below it is a table with columns: Address, Room Number, Room Type, Room Group, Extension, Call Privileges, Check-In Status, and Options. The table contains four rows of data.

	Address	Room Number	Room Type	Room Group	Extension	Call Privileges	Check-In Status	Options
☐	1111	1111	default	SDA	1111	Internal	Checked in	
☒	1200	1200	default	SDA	1200	International	Checked in	
☐	1300	1300	default		1300	National	Checked in	
☐	2222	2222	default		2222	Internal	Checked in	

Add Rooms in Batch

2. Enter the *Start Address*, *Start Room Number*, and *Start Extension Number*.
3. Select Number of Extensions per Room. Selecting 2 will automatically generate two extensions for each room.
4. Enter the **Create Number**, which defines how many rooms will be generated in the batch.

Notes:

- Please note that a maximum of 100 rooms can be created per batch.
- The total number of rooms is limited by the available extension capacity.

5. Choose the Room Type and Call Privilege that will be applied to all rooms created in this batch.

PMS > Batch Add Rooms

* Start Address Number

* Start Room Number

* Start Extension

* Number of Extensions ☐ 1 ☒ 2

* Create Number

* Call Privileges

* Room Type

Preview

Batch Room Creation Settings

6. Use the "Preview" button to view the generated room and extension list before confirming.

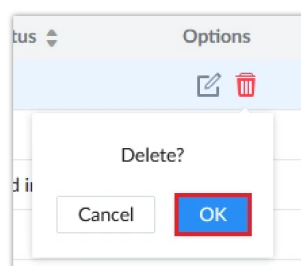
Preview	
Room Number	Extension
5005	1111, 1200
5006	1300, 2222
5007	3333, 4001

Batch Room Creation Preview

Delete Selected Rooms

Rooms on the local PMS can be deleted individually or in groups.

1. To Delete a specific room, click the trash icon and then confirm the deletion by pressing **OK**.



Confirm single Room Deletion

2. To delete multiple rooms, select the check-boxes for the target rooms or use the global checkbox to select all, and then click *Delete*.

PMS

Basic Settings Room Management Check-in Management Wakeup Service Mini Bar Housekeeper

Add Batch Add **Delete** Room Type Room Group

	Address ↕	Room Number ↕	Room Type ↕	Room Group ↕
☒	5000	5000	Suite	
☒	5001	5001	Suite	
☒	5002	5002	Suite	
☒	5003	5003	Suite	
☐	5004	5004	default	

Batch Room Deletion

- Confirm the batch deletion by selecting **OK**.

Delete the following Rooms?
5000 5001 5002 5003

Cancel OK

Confirm Batch Deletion

Room Type

The Room Type feature allows administrators to define categories for rooms, including pricing, tax, and hourly rental options. When adding or editing rooms, users must select a Room Type.

- Select **Room Management**→**Room Type** to access the configuration page.

PMS

Basic Settings Room Management Check-in Management Wakeup Service Mini Bar Housekeeper

Add Batch Add **Delete** **Room Type** Room Group

Q Room Type/Room Group

	Address ↕	Room Number ↕	Room Type ↕	Room Group ↕	Extension ↕	Call Privileges	Check-In Status ↕	Options
☐	5000	5000	Suite		5000	Internal	Checked in	 
☐	5001	5001	Suite		5001	Internal	Checked in	 
☐	5002	5002	Suite		5002	Internal	Not checked in	 
☐	5003	5003	Suite		5003	Internal	Checked in	 
☐	5004	5004	default		5004	Internal	Checked in	 

Room Type Configuration Access

- Click **Add** to create a new Room Type.

PMS > Room Type

Add

Name ↕	Number of Rooms ↕	Room Number	Permitted for Hourly Rental ↕	Options
default	2	5004,5004	Yes	 
Suite	4	5000,5001,5002,5003	Yes	 

Total 2  10 / page 

Add Room Type

- Configure the parameters on this page as defined in the table below.

PMS > Create New Room Type

* Room Type 2 - 64 characters. Alphanumeric characters, Chinese characters, and special characters _ - are supported

Tax rate (%)

Daily Price

Mon	Tue	Wed	Thu	Fri	Sat	Sun

Holiday Pricing ⓘ

Holiday Price +

Add +

Permitted for Hourly Rental ☒

Hourly Room Settings

ⓘ Example: Let "Check-in Duration" be 3 hours, "Base Price" be 100, and "Overtime Price" be 30/hour. When check-in duration ≤ 3 hours, charge 100; for 4 hours, charge 130; for 4.5 hours, charge 160.

* Available Stay Periods +

Start Time End Time

* Length of Stay (Hours) * Base Price Overtime Price (Per ...

Add +

Room Type Configuration Parameters

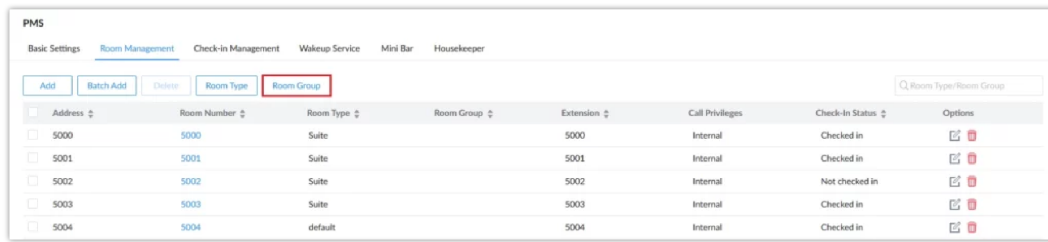
Parameter	Description
Room Type	Name of the room type. <i>Requirements: 2–64 characters, Alphanumeric characters, Chinese characters, and special characters _ - are supported</i>
Tax rate (%)	Tax percentage applied to this room type. Enter a value between 0 and 100
Daily Price	Set the daily room price for each day of the week (Mon-Sun). These prices apply by default unless a holiday price overrides them
Holiday Pricing	Configure up to 8 holiday prices. Each entry includes: • Holiday: Select an existing holiday on the PBX (<i>Time Settings</i>→<i>Holiday</i>). • Price: Price for the room during the selected holiday. <i>Note: Holiday prices take precedence over daily prices</i>
Permitted for Hourly Rental	Enable/disable hourly rental option. When enabled, users can configure the following Hourly Room Settings (up to 8 entries): • Available Stay Periods: Defines the time window during which hourly rentals can be booked. • Length of Stay (Hours): The maximum number of hours allowed for this hourly rental period. If set to 3 hours, guests cannot book this hourly period for more than 3 hours. • Base Price: Price charged for the defined length of stay. If the Length of Stay is 3 hours, and the Base Price is 100, the Guest pays 100 for up to 3 hours. <i>Note: Any fraction of an hour is rounded up to the next full hour</i>

Room Group

The Room Group feature allows grouping multiple rooms together for easier management. This feature can be used to configure wake-up service for many rooms at once.

To create a room group:

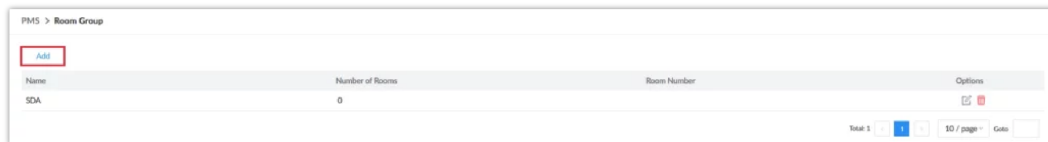
1. Navigate to **Room Management→Room Group** to access the configuration page.



Address	Room Number	Room Type	Room Group	Extension	Call Privileges	Check-In Status	Options
5000	5000	Suite		5000	Internal	Checked in	 
5001	5001	Suite		5001	Internal	Checked in	 
5002	5002	Suite		5002	Internal	Not checked in	 
5003	5003	Suite		5003	Internal	Checked in	 
5004	5004	default		5004	Internal	Checked in	 

Room Group Configuration Access

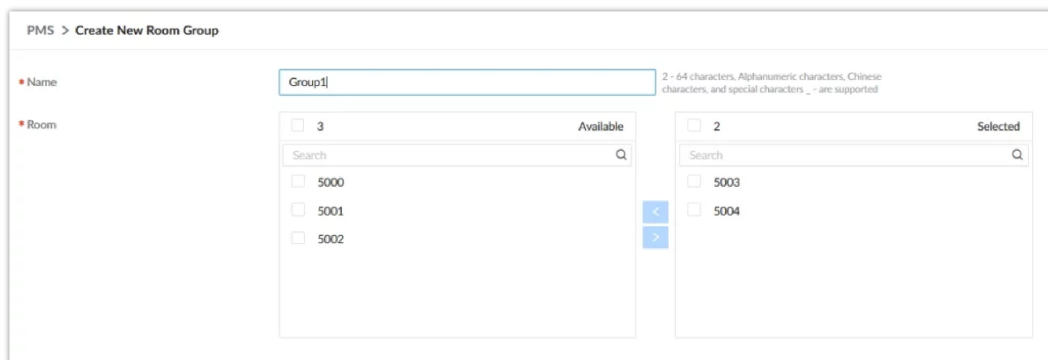
2. Click on *Add*, to create a new Room Group.



Name	Number of Rooms	Room Number	Options
SDA	0		 

Add Room Group

3. Set a name for the group and select the rooms you wish to assign.



Name

Group1

2 - 64 characters, Alphanumeric characters, Chinese characters, and special characters _ - are supported

Room

Available

3

Search

5000

5001

5002

Selected

2

Search

5003

5004

New Room Group Configuration

Check-in Management

Once rooms are created, they will be displayed in the Check-in Management section. Each room shows its current status (either Checked-in or Checked-out) and other key tabs to provide a complete overview of all property rooms.

Note:

If Self-Check-In via Email or Self-Check-Out via Email is enabled in the PMS Self-service Settings, guests may complete part of the check-in or check-out process remotely. For more information, please refer to the [Self-Service Settings](#) section of this manual.

Check-in Procedure

This section describes the workflow used to check a guest into a room. The procedure consists of three stages: selecting the check-in type, handling existing reservations, and configuring the check-in parameters.

1. Selecting the Check-in Type

When the user clicks the Check In button for an available room, the system displays a prompt requiring selection of one of the following:

- **Full-day room**
- **Hourly room**

A dialog box titled "Check in Type Selection" with two buttons: "Full-day room" (highlighted in blue) and "Hourly room" (grey). Below these buttons are "Cancel" and "OK" buttons.

Check in Type Selection

The selected check-in type determines the pricing model and which configuration fields are displayed in the check-in form.

Note:

Only rooms whose Room Type is configured to Permit Hourly Rental can be checked in as an Hourly room. If the selected room does not support hourly rental, the system will automatically switch the check-in type to Full-day room, and the corresponding daily pricing fields will be displayed.

2. Selecting a Reservation Order

After choosing the check-in type, the system checks whether any existing reservation orders match the selected room or room type. If matching reservations are found, the Select a Reservation Order window opens.

This page displays all relevant reservation orders along with Room Type, Estimated Check-in Time, Expected Check-out Time, Reserver Name, etc.

A window titled "Select A Reservation Order" with a search bar and filters. Below is a table of reservation orders.

Room Type	Estimated Check-in Time	Expected Check-out Time	Name of the booker	Reservation Time	Check In
Suite	2025-12-15 12:00	2025-12-15 19:55	John Doe	2025-12-11 13:52:07	<button>Check In</button>

At the bottom, there is a link: "Ignore the above reservation and create a new check-in" followed by a Check In.

Select an Existing Reservation

Each reservation line provides a *Check In* option that automatically loads the reservation details into the check-in configuration page.

Users can also ignore any matching reservation by selecting the *Check In* option at the bottom of the window.

3. Completing the Check-in

After selecting a reservation or choosing to create a new one, the Check-in page appears. This page contains all configurable parameters required to complete the check-in.

A page titled "PMS > Check In" with sections for "Basic Information" and "Check-in Information".

Basic Information

Check-in Type: Full-day room

* Actual Check-in Time: 2025-12-15 13:14

* Expected Check-out Time: 2025-12-16 12:00

* Number of Rooms: 1

Room Type: Suite

Daily price including Tax/Tax Rate 20%

Mon	Tue	Wed	Thu	Fri	Sat	Sun
276	276	276	276	300	324	300

Check-in Information

Room 1

Room Information

* Room Number: 5003

* Primary Occupant First Name: * Last Name: Guest Acco... Mobile Number: +1 * Email:

Guest Category Code: Guest Credit Money: Address:

* Call Privileges: Internal

Check in Configuration Parameters

All the parameters on this page are describes in the table below.

<i>Basic Information</i>	
Check-in Type	Select the type of check-in. Options include Full-day room or Hourly room.
Actual Check-in Time	Displays or sets the actual check-in time for the guest. The time cannot be earlier than the current system time.
Expected Check-out Time	Sets the planned check-out date and time. Allowed range is within 6 months from the check-in date.
Number of Rooms	The total number of rooms assigned to this guest.
Room Type	Shows the assigned Room Type for each room (e.g., Suite, Standard), which determines the daily price for the room per day of the week or length of stay. Prices include taxes if configured.
<i>Check-in Information</i>	
Room Information	Enter all information associated with this check-in, as described below: ● Room Number: The pre-selected room number for this guest. ● Primary Occupant First Name: Guest's first name. ● Last Name: Guest's last name. ● Guest Account: Unique identifier for the guest in the PMS database. ● Mobile Number: Guest's contact mobile number. ● Email: Guest's contact email, which can be used to send automatic updates check-in/check-out emails. ● Guest Category Code: Assigns a category code for the guest. ● Guest Credit Money: Displays available credit for the guest. ● Address: Guest's contact address. ● Update Guest List: Checkbox to update guest information in the global customer database.
Call Privileges	Sets allowed call types for the guest (Internal, Local, National, International).
Language	Selects the preferred language for voice prompts. If set to "Default", the global PBX setting for voice prompt language will be used. Note: The wake up service prompt will be played in the selected language.
<i>Room Fee</i>	
Total price (Including Taxes)	Shows the total room fee calculated for the stay.
Actual Price	Real price charged to the guest after adjustments or discounts.
This Payment	Enter any amount paid during this check-in.
Accounts Receivable	Shows any unpaid fees and remaining accounts receivable.
Remark	Field for notes related to the guest stay, special requests, or internal remarks.

Review the Room Fee, Actual Price, and Accounts Receivable values to ensure that the correct pricing model (daily or hourly) has been applied. Once confirmed, the room's status changes to Checked-in, and the guest's name and arrival/expected departure dates appear in the Room Status table.

Note

Check-in no longer requires applying the changes. It takes effect immediately.

Check-Out Procedure

The check-out process updates the room's occupancy status, finalizes billing, and triggers any automated cleanup actions configured under Local PMS settings. A room can be checked out manually by front-desk staff or automatically through the Self-Check-Out via Email feature if enabled.

To check-out directly from the **Check-in Management** → **Room Status** page, please follow the steps below:

1. Click the **Check-Out** button for a checked-in room from the Room Status list.

ⓘ If the guest has an existing reservation, we recommend processing check-in through the reservation list.

Check-in/Check-out History		Custom Room Status Codes			
Room Number	Room Type	Room Group	Check-In Status	Check In / Check Out	Room Status
5000	Suite		Not checked in	Check In	Available
5001	Suite		Not checked in	Check In	Repairing
5002	default		Not checked in	Check In	Dirty
5003	Suite		Not checked in	Check In	Available
5004	default		Checked in	Check Out	Available

Check Out Button

2. If "Review Bill at Check-Out" option is enabled in the local PMS basic settings, a billing summary will automatically appear before the final confirmation. Users can print the bill from the window by clicking **Print bill**.

Check Out

 **Room-5004**

Bill (including tax)  

Room Fee	\$ 0.00
Call Charges	\$ 0.00
Mini Bar Costs	\$ 0.00
Other Costs	\$ 0.00
Total Costs	\$ 0.00
Paid	\$ 0.00
Accounts Receivable	\$ 0.00

Cancel

Check Out

Bill Review at Check Out

3. Confirm the Check-Out from the window prompt.

Cancel

Check Out

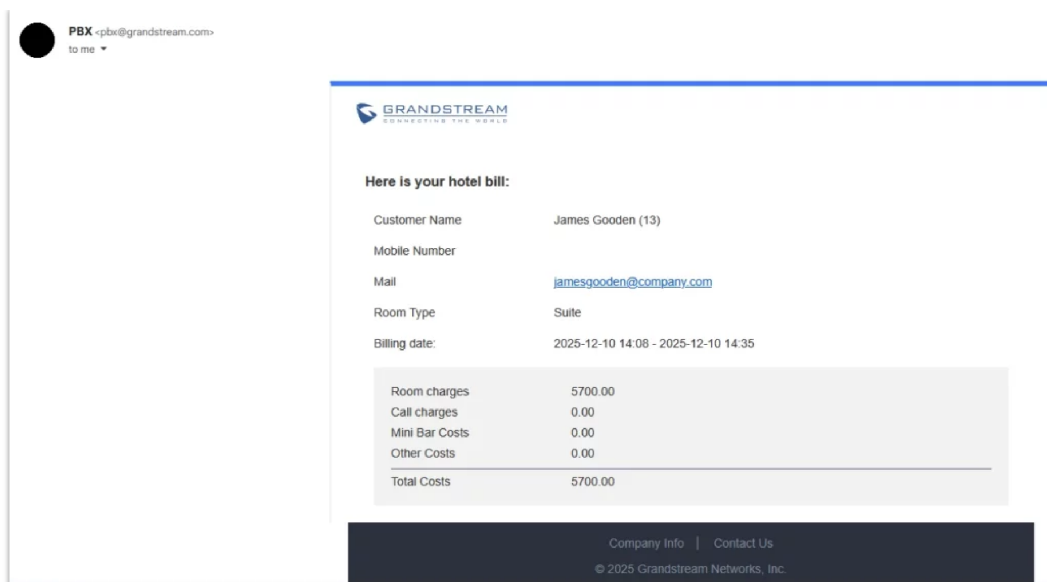
Check Out Confirmation Window

After completing the check-out, the room's status changes to Not Checked-in and any post-checkout automation (e.g., clear call history, clear wake-up calls, reset Wave password, clear chat history) is executed based on configuration.

Note

Check-out no longer requires applying the changes. It takes effect immediately.

If *Billing Notification* is enabled, a second email will be sent after successful checkout which will include a detailed breakdown of charges.



Check Out Bill Email

Self-Service Check-In and Check-Out

The Local PMS supports optional self-service workflows that allow guests to complete the check-in or check-out process remotely using secure email links.

Self-service behavior is controlled from the *Self-service Settings* section under **Local PMS**→**Basic Settings**. When enabled, the PMS automatically sends emails to guests at predefined times before arrival or departure.

Note:

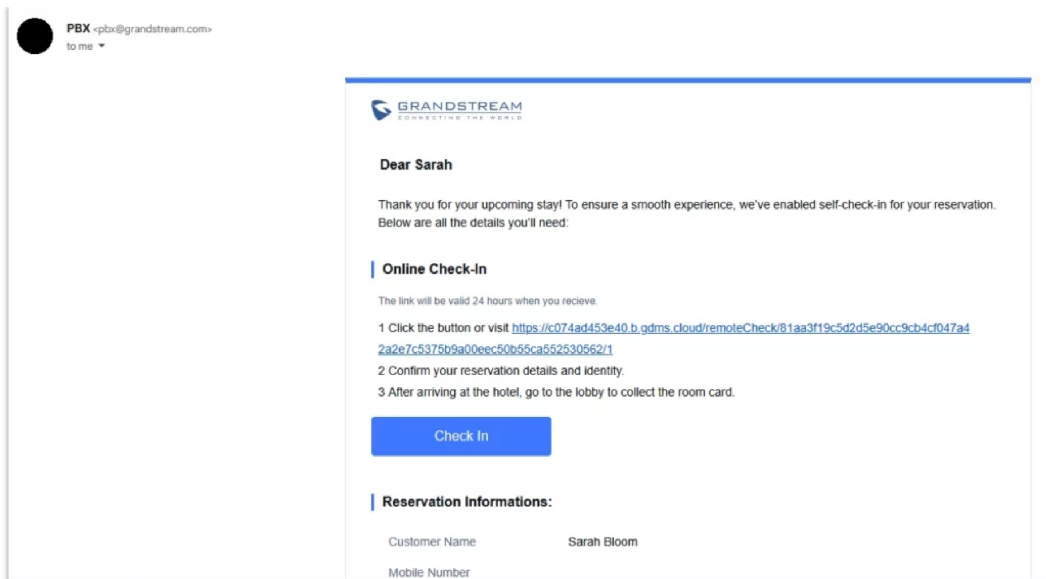
- For self-service emails to function, Email Settings must be correctly configured, including SMTP server, credentials, and sending address.
- The primary guest must have a valid email configured in their reservation to receive self-service emails.
- Email templates are available for Self Check-In and Self Check-Out and can be used to customize the emails sent to guests.

Local PMS Self service Settings

When *Self-Check-In via Email* is enabled, the PMS sends an automated pre-arrival email to the primary guest based on the configured *advance sending time*. Below is an example of the received email:

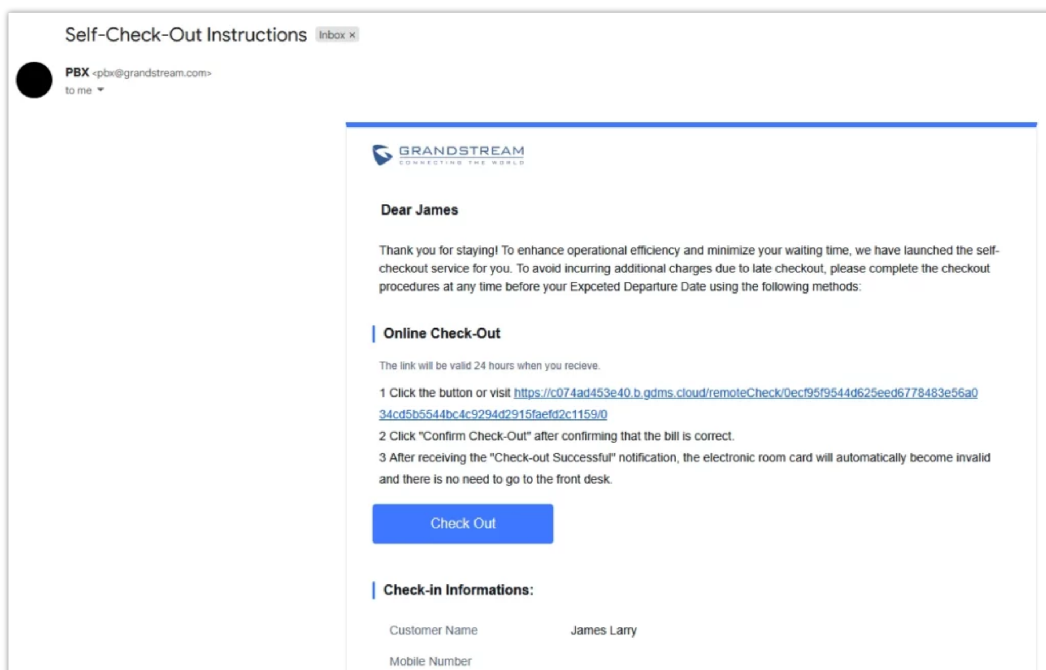
Note:

If no room is assigned at the time of reservation, completing a self-service check-in will automatically assign an available room that matches the reservation criteria.



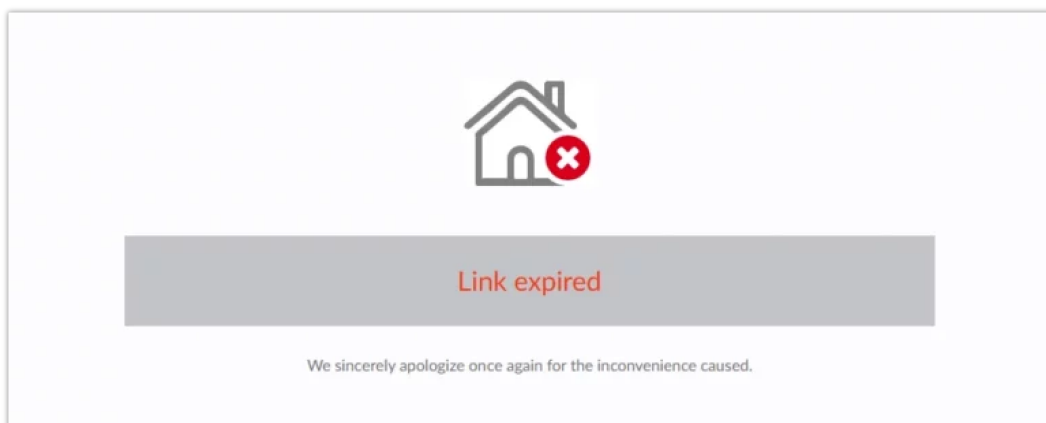
Self Check in Email

When *Self-Check-Out via Email* is enabled, the PMS automatically sends a check-out email before the guest's expected departure time, which includes a link for the guest to use. The email shows up as such:



Self Check Out Email

If "Check-out is allowed when the bill is not settled" is disabled, the system still sends the guest a check-out email, however, the self check-out link will display "**Link expired**" until all outstanding charges are settled.



Self Check Out Error

Room Status Tab

The Room Status tab provides a centralized overview of the current condition and availability of all rooms in the property. It allows hotel staff to monitor housekeeping progress, maintenance needs, and overall room readiness at a glance.

The available attributes in this tab are:

- **Room Number:** Displays the Room Number.
- **Room Type:** Shows the assigned Room Type.
- **Room Group:** Lists the the Room Group this room belongs to if applicable.
- **Check-in status:** Displays Check-in Status, either Checked-in or Not Checked-in.
- **Check-in / Check-out:** Changes the Check-in state of the room.
- **Room Status:** Displays the current Room Status of the room, it can be set to Available, Cleaning, Repairing, Cleaned, Room dirty, or Room closed, this gives the hotel staff a global view of the current state of all Property Rooms.
- **Customer name:** Displays the Customer’s first and last name.
- **Guest Category Code:** Displays the Guest Category code, Guest codes are individualized to residents so they can be issued to their visitors.
- **Arrival date:** Displays the Customer’s Arrival date.
- **Expected departure date:** Displays the Customer’s Expected departure date.
- **Options:**
 - Click the *Info* icon to edit the check-in information for the room.
 - Click the *House Switch* icon to move the current guest to another available, non-checked-in room.
 - Click the *Dollar* icon to view or print the current bill for the guest during their stay.

PMS

Basic Settings Room Management **Check-in Management** Wakeup Service Mini Bar Housekeeper

Room Status Room Availability Calendar Reservation List Guest List

ⓘ If the guest has an existing reservation, we recommend processing check-in through the reservation list.

Check-In/Check-out History Custom Room Status Codes

Room Number Room Type Room Group Check-In Status Check In / Check Out Room Status Customer Name Guest Category Code Arrival Date Expect Options

5000	Suite		Checked in	Check Out	Available	FN LN		2025-12-11 13:49	2025-1	👤 🏠 📄
5001	Suite		Checked in	Check Out	Available	Robert Davie		2025-12-11 12:15	2025-1	👤 🏠 📄
5002	default		Checked in	Check Out	Available	Sarah Bloom		2025-12-11 10:53	2025-1	👤 🏠 📄
5003	Suite		Not checked in	Check In	Available					
5004	default		Checked in	Check Out	Available			2025-11-28 48:00	2045-1	👤 🏠 📄

Room Status Tab

Each of the icons under the Options column becomes available once a room is checked-in. These options provide quick access to detailed pages that are described below:

5002	default		Checked in	Check Out	Available	Sarah Bloom		2025-12-11 10:53	2025-12-11 12:05	👤 🏠 📄
------	---------	--	------------	-----------	-----------	-------------	--	------------------	------------------	-------

Room Status Options

1. Edit Check-in Information

The Edit Check-in Information page allows hotel staff to view and modify guest check-in details, room assignments, and billing information.

This page displays the same configuration fields defined in the Check-In page. For detailed descriptions of each parameter, refer to the Check-In Procedure section.

PMS > Edit Check-in Information

Basic Information

Check-in Type: Hourly room

Actual Check-in Time: 2025-12-11 12:15

Expected Check-out Time: 2025-12-11 14:33

Number of Rooms: 1

Room Type: Suite

Daily price including Tax/Tax Rate 20%

Available Stay Periods	Length of Stay (Hours)	Base Price	Overtime Price (Per Hour)
00:00 - 23:00	1	120.0	36.0

Check-in Information

Room 1

Room Information

Room Number: 5001

Primary Occupant First Name: Robert, Last Name: Davis, Guest Account: , Mobile Number: +1, Email:

Guest ID: 23, Update Guest List

Guest Category Code: , Guest Credit Money: , Address:

Call Privileges: Internal

Add

Edit Check in Info

2. Room Change

The House Switch page mirrors the Edit Check-in Information page in terms of displaying guest and billing information, including room pricing, guest account details, call privileges, etc.

PMS > Room Change

Basic Information

Check-in Type: Full-day room

Room Change Time: 2025-12-15 13:21

Expected Check-out Time: 2025-12-30 17:40

Number of Rooms: 1

Room Type: default

Daily price including Tax/Tax Rate 0%

Mon	Tue	Wed	Thu	Fri	Sat	Sun
None	None	None	None	None	None	None

Check-in Information

Room 1

Room Information

Original Room Number: 5002, New Room Number:

Primary Occupant First Name: Sarah, Last Name: Bloom, Guest Account: , Mobile Number: +1, Email:

Update Guest List

Guest Category Code: , Guest Credit Money: , Address:

Call Privileges: Internal

Language: Default

Room Change Settings

The main differences of the **House Switch** page compared to **Edit Check-in Information** are:

- The page is designed to move a guest to another available room you cannot change the original room's check-in and check-out time.
- Guest information, call privileges, language, and billing details are carried over automatically to the new room, and cannot be modified.
- The system only allows selection of rooms that are not currently checked-in, besides the original room, preventing double-booking.
- Daily price, taxes, and total fees are recalculated based on the new room, but payment history and accounts receivable remain linked to the guest.

3. Billing

The Billing page provides a detailed overview of all charges associated with a guest's stay, including room fees, call charges, minibar usage, and additional costs.

PHS > Billing

Room Number: 5002 [Change ID](#) Room Type: default Guest: Sarah Bloom Billing Date: 2025-12-11 10:53 • New [Print Bill](#)

Room Fee 5002	\$250
Call Charges	\$0
Mini Bar Costs	\$0
Other Costs	\$10
Total Costs	\$260
Prepaid	\$0
Accounts Receivable	\$260

Remark

> Room Fee \$250

> Call Charges \$0

> Mini Bar Costs \$0

> Other Costs \$10

Other Costs

\$ 10

Parking Fee

Add

Call History >

Billing Settings Page

The fields available on this page are explained in the table below:

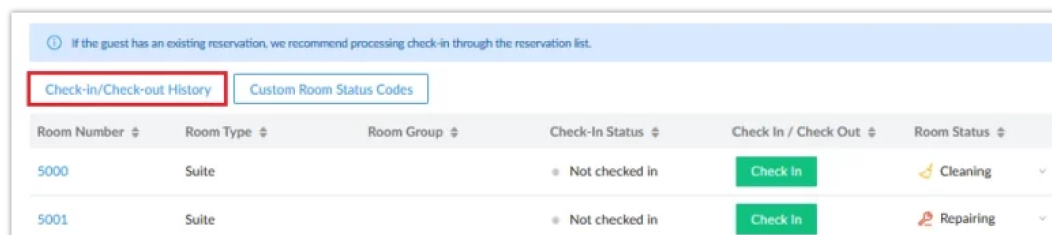
Summary Section	
Room Number	Displays the room number of the current guest.
Room Type	Shows the assigned room type.
Guest	Displays the full name of the guest.
Billing Date	Shows the range of time for which charges are displayed.
Room Fee	Total room fee for the stay.
Call Charges	Total amount of phone call charges.
Mini Bar Costs	Total minibar consumption charges.
Other Costs	Any additional charges applied to the guest.
Total Costs	Sum of all fees (Room Fee + Call Charges + Mini Bar Costs + Other Costs).
Prepayment	Amount paid by the guest before billing.
Accounts Receivable	Remaining balance owed by the guest (Total Costs – Prepayment).
Remark	Optional field for notes.
Print Bill	Option to print the full bill.
Room Fee	
Room Charge	Price for the room including tax.
Tax Fee	The tax amount applied to the room charge.
Time	The specific date associated with the room fee entry.
Charge Type	Indicates the basis of the charge (e.g., Full-day room).
Call Charges	

Cost	Charge for the individual call.
Call from	Originating extension.
Call to	Dialed number.
Start Time	Timestamp of call start.
Talk Time	Duration of the call.
Call History	Link to complete call history for the room.
<i>Mini Bar Costs</i>	
Cost	Charge for the item(s) consumed.
Item Name	Name of the minibar item.
Number of	Quantity consumed.
Tax rate (%)	Applied tax percentage.
Logger	Staff member who entered the record.
Record Time	Timestamp of minibar entry.
<i>Other Costs</i>	
Amount	Enter a fee manually that will be included in the bill.
Description	Reason or description of the fee.
Add	Button used to append a new fee line.

Check-in/Check-out History

The Check-in/Check-out History page provides a chronological log of all completed check-ins and check-outs recorded by the PMS. This includes entries generated through manual front-desk operations as well as automated actions such as Self Check-In and Self Check-Out (if enabled).

A record is created once a guest completes a check-out, ensuring that each entry represents a fully completed stay. This page can be accessed by clicking *Check-in/Check-out History* from the **Check-in Management**→**Room Status** tab.



Check inCheck out History Button

On this page, users can perform the following actions:

- View past stay records, including guest name, arrival time, departure time, and total cost.
- Search and filter entries by room number, customer name, arrival date, or check-out date.

- Open the Billing page for the selected stay to review charges.
- Open Call History to review call charges associated with that stay.
- Delete individual history entries when needed.
- Clear all history records using the bulk-delete function.

PMS > Check-In/Check-out History

Clear

Room Number

Search

Room Number	Room Group	Check-In Status	Customer Name	Guest Category Code	Arrival Date	Expected Departure Date	Actual Check-out Date	Cost	Options
5000		Checked Out (Front Desk)			2025-11-28 08:00	2049-11-28 01:00	2025-12-10 14:35		
5001		Checked Out (Front Desk)	Sarah Ron		2025-12-08 09:10	2025-12-09 12:00	2025-12-08 09:21	\$ 927	
5001		Checked Out (Front Desk)	Sarah Ron		2025-12-08 09:23	2025-12-09 12:00	2025-12-08 09:26	\$ 927	
5001		Checked Out (Front Desk)	Jane Doe (30)		2025-12-08 11:33	2025-12-09 12:00	2025-12-10 15:33	\$ 380	
5002		Checked Out (Front Desk)	John Doe	22	2025-12-05 15:55	2025-12-06 12:00	2025-12-05 16:52	\$ 350.1	

Check inCheck out History Page

Custom Room Status Codes

The Custom Room Status Codes page allows administrators to redefine or extend the room status indicators used throughout the PMS. These codes are used by housekeeping and front-desk staff to report the current condition of each room (e.g., Available, Cleaning, Repairing, Dirty, Closed).

This configuration is accessed from **Check-in Management→Custom Room Status Codes**.

If the guest has an existing reservation, we recommend processing check-in through the reservation list.

Check-in/Check-out History

Custom Room Status Codes

Room Number	Room Type	Room Group	Check-In Status	Check In / Check Out	Room Status
5000	Suite		Not checked in	Check In	Cleaning
5001	Suite		Not checked in	Check In	Repairing

Custom Room Status Button

Each entry corresponds to a keypad “Press” number (Press 1–Press 0), which can be mapped to:

- A **Status Code** (numeric code associated with the status).
- A **Room Status** (the label shown in the Room Status table and housekeeping interface).

PMS > Custom Room Status Codes

Please change the Room Status Update Prompt accordingly if the status codes and their respective room status have been modified.

Reset All

Default All

Press 1	Status Code	1	Room Status	Available
Press 2	Status Code	2	Room Status	Cleaning
Press 3	Status Code	3	Room Status	Repairing
Press 4	Status Code	4	Room Status	Vacant
Press 5	Status Code	5	Room Status	Dirty
Press 6	Status Code	6	Room Status	Closed
Press 7	Status Code		Room Status	

Custom Room Status Configuration

If you change a status code or its mapped room status, you must also update the *Room Status Update Prompt* (under **PMS→Basic Settings**) to ensure that voice prompts correspond to the new configuration.

PMS

Basic Settings

Room Management

Check-in Management

Wakeup Service

Mini Bar

Housekeeper

General

PMS Module

Local PMS

Prompt

Wakeup Prompt

Wake Call

Upload Audio File

Room Status Update Prompt

Default Room Status Update Prompt

Upload Audio File

Room Status Update Prompt

Room status can be updated directly from the Room Status table to reflect the current housekeeping or maintenance condition of a room. To assign or change a room’s status:

- 1. Go to **Check-in Management→Room Status**.
- 2. Locate the room whose status you want to update.
- 3. Click the **Room Status** dropdown in the corresponding row.
- 4. Select one of the available status options.

Note:

Only the status values defined in Custom Room Status Codes will appear in this list.

If the guest has an existing reservation, we recommend processing check-in through the reservation list.

Check-in/Check-out History

Custom Room Status Codes

Room Number	Room Type	Room Group	Check-In Status	Check In / Check Out	Room Status
5000	Suite		Not checked in	Check In	Cleaning
5001	Suite		Not checked in	Check In	Available
5002	default		Checked in	Check Out	Cleaning
5003	Suite		Checked in	Check Out	Repairing
5004	default		Checked in	Check Out	Vacant
					Dirty
					Closed

Setting Room Status

Room Availability Calendar

The Room Availability Calendar provides a visual schedule of room occupancy across multiple days. It allows staff to review availability, reservation activity, and guest stays directly from a single timeline view.

PMS

Basic Settings

Room Management

Check-in Management

Wakeup Service

Mini Bar

Housekeeper

Room Status

Room Availability Calendar

Reservation List

Guest List

Check-in/Check-out History

< 12-14 - 12-27 >

12-14 Sunday

12-15 Monday

12-16 Tuesday

12-17 Wednesday

12-18 Thursday

12-19 Friday

12-20 Saturday

12-21 Sunday

12-22 Monday

12-23 Tuesday

12-24 Wednesday

12-25 Thursday

12-26 Friday

12-27 Saturday

Room Type	Room Number	Room Status	Remaining 3 Spaces	Remaining 2 Spaces	Remaining 3 Spaces	Remaining 3 Spaces	Remaining 3 Spaces	Remaining 3 Spaces	Remaining 3 Spaces	Remaining 3 Spaces	Remaining 3 Spaces	Remaining 3 Spaces	Remaining 3 Spaces	Remaining 3 Spaces	Remaining 3 Spaces
default	5002	Available													
	5004	Available													
	5000	Available	Alice Green												
Suite	5001	Available	Robert Davis												
	5003	Available		John Doe											

Room Availability Calendar

For available rooms, hovering over a day shows the daily rate for that date. For checked-in rooms, the guest name, stay period, and total cost are shown. For checked-out entries, the stay summary and charges are displayed.

Clicking on an available date opens the reservation entry window for that room and day. Clicking on a checked-in entry displays the check-in information. Clicking on a checked-out entry reveals the details of the completed stay.

Reservation List

The **Reservation List** tab displays all active and historical room reservations created in the PMS. It provides a centralized view of upcoming check-ins, planned stay duration, and reserver information, allowing staff to manage and update reservations efficiently.

PMS

Basic Settings

Room Management

Check-in Management

Wakeup Service

Mini Bar

Housekeeper

Room Status

Room Availability Calendar

Reservation List

Guest List

Add

Cancel Reservation

Filter

All

Q Name of the booker/Mobile N...

Estimated Check-in Time

Start Time

to

End Time

Room Type	Estimated Check-In Time	Expected Check-out Time	Check-in Type	Room Number	Number of Rooms Assigned / Number of Reservations	Name of the booker	Mobile Number	Guest Account	Guest ID	Options
default	2025-12-18 14:00	2025-12-19 12:00	Full-day room		0/1 Room Assignment	John Doe			1	Check In

Total: 110 / pageGoto

Reservation List Tab

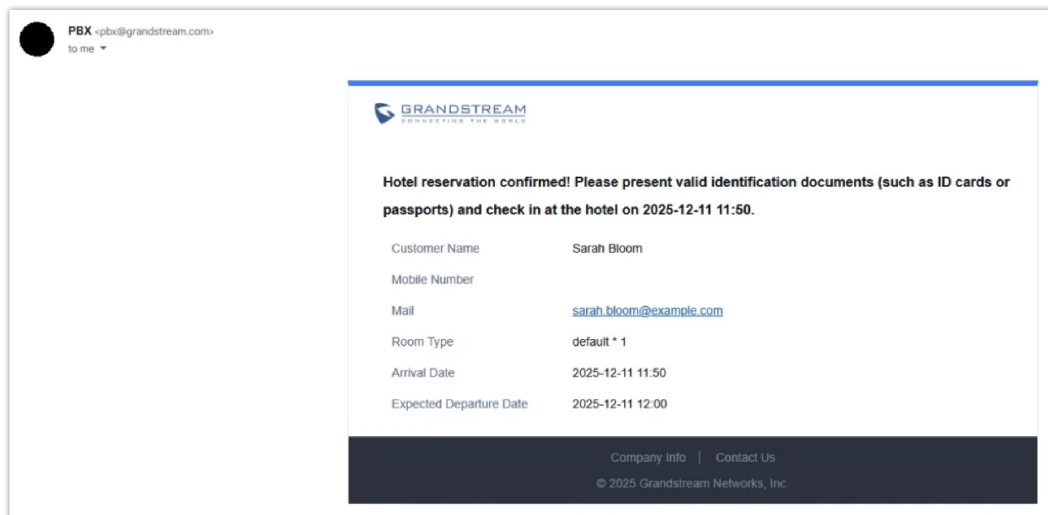
Staff can add new reservations using the **Add** button. Existing reservations may be cancelled through the **Cancel Reservation** option when selected. A search panel allows filtering by reserver name, mobile number, and estimated check-in time range to quickly locate specific entries.

There is also an option to manually send the self check-in email for a specific reservation by clicking the *"Email"* icon associated with that reservation.

Note:

If no room is assigned at the time of reservation, completing a self-service check-in will automatically assign an available room that matches the reservation criteria.

Once a reservation is added, the guest will receive a reservation confirmation email if an email address is configured for them.



Reservation Confirmation Email

Clicking the **Historical Reservations** icon displays past reservations, including those that have already been checked in. Historical entries can be deleted if needed for record maintenance.

Reservation List > Historical Reservations									
Filter									
Name of the Reserver/Mobile No. Estimated Check-in Time Start Time End Time									
Room Type	Estimated Check-in Time	Expected Check-out Time	Name of the reserver	Mobile Number	Guest Account	Customer ID	Reservation Time	State	Options
☐ default	2025-12-11 11:50	2025-12-11 12:00	Sarah Bloom			17	2025-12-11 10:44:56	Checked in	 
☐ Suite	2025-12-11 14:00	2025-12-12 12:00	John Doe			14	2025-12-11 10:14:16	Checked in	 
☐ Suite	2025-12-08 14:00	2025-12-09 12:00	Larry Klein			8	2025-12-08 09:25:40	Checked in	 
☐ Suite	2025-12-08 11:00	2025-12-09 12:00	James Larry			5	2025-12-08 09:15:20	Checked in	 
☐ Suite	2025-12-08 11:00	2025-12-09 12:00	Sarah Ron			3	2025-12-08 09:02:57	Checked in	 
Total: 5 10 / page Go to									

Historical Reservations

Guest List

The **Guest List** tab provides a centralized directory of all customers stored in the PMS. It allows staff to maintain accurate guest records.

The table displays key customer attributes, including Customer Name, Email, Mobile Number, and Guest Category Code.

PMS						
Basic Settings Room Management Check-in Management Wakeup Service Mini Bar Housekeeper						
Room Status Room Availability Calendar Reservation List Guest List						
Add Delete Import Export						
Customer Name/Mobile Number						
Guest ID	Customer Name	Email	Mobile Number	Guest Category Code	Options	
☐ 3	Sarah Ron				 	
☐ 5	James Larry				 	
☐ 10	John Doe				 	
☐ 12	James Gooden				 	

Guest List Tab

The **Add** button allows staff to create new customer entries manually. Existing records can be edited or deleted using the corresponding options in the table. The search bar enables filtering by customer name or mobile number for rapid lookup.

Bulk management is also supported through **Import** for uploading customer data and **Export** for downloading the guest list in supported formats. These tools simplify onboarding for properties transitioning from other PMS systems or maintaining external records.

Wakeup Service

In some cases, guests will request the hotel staff to wake them up at a specific time, you can do that by configuring a wake-up time related to the room number of the guest, where the specific IP phone on that room will ring the extension related to the room number at that specific time, this option is supported on the integrated local PMS.

Pending Wake-Up

The settings can be defined as follows :

1. Select the wake-up service tab, click “Add” to create a new wake-up schedule.

PMS

Basic SettingsRoom ManagementRoom StatusWakeup ServiceMini BarHousekeeper

Pending Wake-UpWake-Up History

AddEditDeleteWake-up Call Notification

☐	Room Number	Action Status	Wake Up Date	Start Time	Repeat	Options
☐	1000	Pending	2025-06-03	08:21	No Repeat	

Total: 1<1>10 / pageGoto

Wakeup Service

2. Configure the fields as described in the table below:

* Room Number

1000

Start Time

2025-06-0308:21

Repeat

No Repeat

* Number of Redials

3

* Redial Interval (minutes)

5

Wake-Up Call IVR

When enabled, different notifications can be sent to a preset person depending on the keystroke of the called answer.

Cancel

Save

Create a New Wakeup Service

Room Number	Select the rooms or room groups to set the wake-up call for.
Start Time	Select the date and time of the wake up call.
Repeat	Select the recurrence of the call. • No Repeat: The wakeup call will be triggered when the configure date and time arrive.

	● Daily: The wakeup will be scheduled daily at the configure time, starting from the configured day. ● Weekly: When this option is selected, the users can select the weekdays when the wake up call is triggered.
Number of Redials	Specify the number of callback attempts for the wake-up service when no calls are answered. Users can configure up to 10 attempts, a value of 0 disables redial. The default is 3.
Redial Interval (minutes)	Set the number of minutes to elapse between each call attempt. The default interval is 5 minutes.
Wake-up Call IVR	If enabled, this wakeup service will support IVR processing by playing specific prompts for the callee and sending email or voice notifications to the corresponding IVR destination based on the callee's key presses.
Wake-up call IVR Strategy	IVRs that have enabled "PMS Wake-Up Call Service Mode" can be selected.
Wake-up Call IVR Notification	Set notifications for wake up call.

3. The entry will be displayed as follows:

The screenshot shows the PMS interface with the 'Wakeup Service' tab selected. It displays a table with the following data:

Room Number	Action Status	Wake Up Date	Start Time	Repeat	Options
1000	Pending	2025-06-03	08:21	No Repeat	[Edit] [Delete]

Below the table, it shows 'Total: 1' and a pagination control set to '10 / page'.

Canceled Wakeup Service

4. To delete a specific wake-up service, click the *Trash* icon and confirm the deletion by clicking "OK"

The screenshot shows a modal dialog box titled 'Delete?'. It contains two buttons: 'Cancel' and 'OK'.

Delete Wakeup Service

The administrator can configure to send a voicemail or an email notification in case the Wake Up call is not answered.

PMS > Wake-up Call Notification

Wake-Up Call Failure Notification

Voicemail Notification

☐

Email Notification

☐
[Email Template](#)

Wake-up Call IVR Press Notification

If you need to send corresponding e-mail or voice notification to the IVR destination according to the called key, please set the status of the key and the prompt.

Key Settings

Key	Status		Prompt	
0	Custom		None	Upload Audio File
1	Normal	Normal	Normal	
2	Need Help	Need Help	Need Help	
3	Custom		None	Upload Audio File
4	Custom		None	Upload Audio File
5	Custom		None	Upload Audio File
6	Custom		None	Upload Audio File
7	Custom		None	Upload Audio File
8	Custom		None	Upload Audio File
9	Custom		None	Upload Audio File
*	Custom		None	Upload Audio File
Timeout	Abnormal	Abnormal	Abnormal	
Invalid	Abnormal	Abnormal	Abnormal	

Wake up Call Failure Notification

The parameters of the “Wake-Up Call Failure Notification” page are described in the table below:

Voicemail Notification	Enable to send a notification to the configured voicemail extension/group when a wake-up call has failed, meaning it has non-answered status. Default settings is “disabled”. Note: No notification will be sent if no failed wake-up call has occurred.
Voicemail Destination	Choose the voicemail/group to receive the failed wake-up call notifications.
Email Notification	Enable to send notifications of failed wake-up calls to the email addresses configured, based on the interval chosen. Any wake-up call that is not marked as “Answered” will be included in these notifications. If there are no failed wake-up calls, no alerts will be sent. Default settings is “disabled”.
Receive Email	Configure the e-mail address to receive failed wake-up call notifications. Maximum number of allowed email addresses is 5.
Delivery Method	Choose the delivery method of the email notifications. ● Real-time: Notifications will be sent out immediately after alerts are generated. ● Periodic: Notifications will be queued up and sent out all at once every send cycle. The interval between each send cycle can be configured via the “Alert Sending Interval” option. Default setting is “Periodic”.
Alert Sending Interval	The frequency of notification emails for all failed wakeup calls that happen during that cycle in minutes, hours or days. Default setting is 5 minutes.
Key Settings	Set the settings for the key. You can select predefined statuses for a specific key, and you can also enter a custom status which will be sent on the notification email. The user can set a preloaded voice prompt or

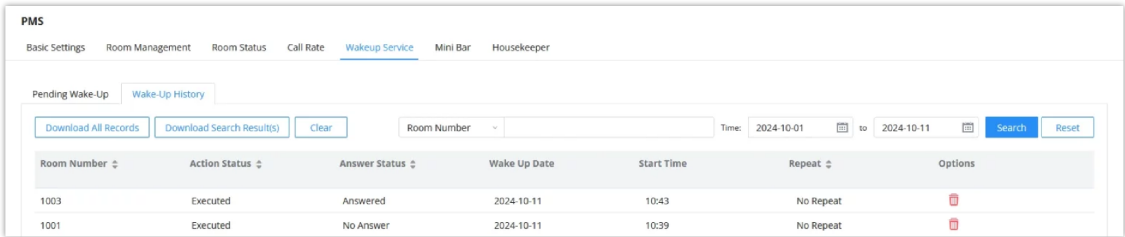
	upload a custom one.
--	----------------------

Note

The wake up prompt will play in the language chosen when checking-in the guest.

Wake-Up History

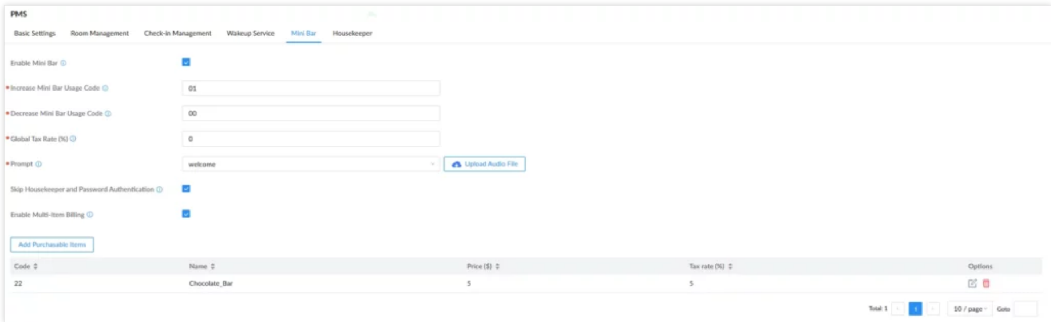
The Wake-Up History tab allows users to easily search for past wakeup calls by room number or answer status under a specified period. It is possible to download a CSV file containing the specific search results or a file with all wakeup call history data.



Wake Up History

Mini Bar

The mini bar feature allows billing for the goods consumed by the guest during his/her stay. The housekeeper can dial the feature code configured for “Increase Mini Bar Usage Code” or “Decrease Mini Bar Usage Code” to bill the goods.



Mini Bar

Enable Mini Bar	If enabled, feature codes can be used to increase and decrease usage of Mini Bar items.
Increase Mini Bar Usage Code	Dial this code + the item code to increase usage of the Mini Bar item for billing purposes.
Decrease Mini Bar Usage Code	Dial this code + the item code to reduce usage of the Mini Bar item for billing purposes.
Global Tax Rate (%)	Set the tax rate and configure it for an additional tax charge. If no personal tax is configured for a commodity, the global tax rate of the Mini Bar will prevail.
Prompt	This tone will be played when a housekeeper dials a number to enter the Mini Bar and can be used to indicate the corresponding goods code.
Skip Housekeeper and Password Authentication	If enabled, the default housekeeper code is 0000.
Enable Multi-Item Billing	If enabled, users can enter multiple goods in a single call by separating each good code with star (*).

Add Purchasable Items

The administrator can add new purchasable items to the Mini bar by clicking the "Add Purchasable Items" button, the following window will appear:

Create New Purchasable Items

* Code

* Name

Price (\$) ⓘ

Tax rate (%) ⓘ

Cancel

OK

Add Purchasable Item Window

Code	Enter the item code. Note: Digits only (2-18 digits). Required field
Name	Enter the item name. Note: Required field. 64 characters max.
Price (\$)	Enter the item price. Note: Up to 12 characters.
Tax rate (%)	Enter the tax rate. Note: Digits (between 0 and 100) and . only.

In the example given above, the housekeeper should dial the code 01 to bill an item or 00 to remove an item from the bill. Once that number is dialed, the housekeeper will be prompted to enter his/her code along with the password, then the housekeeper can enter the code of the item to either add or retract from the bill.

When an item is added to the bill, the user can view it by navigating to **Integration→Room Status**, and then clicking on the *Dollar icon*.

1009

●

Checked in

Check Out

Available

John Marston

Check Billing Information

Room Number 1009

Checked in

Billing Date 2024-03-11 - Now

Call Charges \$0.2

Mini Bar Costs \$5.25

Other Costs \$0

Total Costs \$5.45

Remark

▼ Call Charges \$0.2

[Call History >](#)

Cost	Call from	Call to	Start Time	Talk Time
\$ 0.2	1009	92000	2024-03-11 14:11:20	0:01:29

▼ Mini Bar Costs \$5.25

Cost	Item Name	Number of	Tax rate (%)	Logger	Record Time
5.25	Chocolate_Bar	1	5	5478	2024-03-11 18:08:00

Cancel

Save

Billing Information

Housekeeper

The cleaning services in hotels and properties can be managed using the Housekeeper service configuration option, this can be done by assigning a specific code and password to each available housekeeper.

These credentials will be used by the housekeepers to change the status of the room or track minibar usage by entering the specific PMS feature code followed by their credentials on the IP phone related to the room number.

To configure the housekeeper service on the PBX:

1. Navigate to the **Housekeeper** tab of the Local PMS and click "Add".
2. Enter the housekeeper code and password.

PMS > Create New Housekeeper

* Housekeeper Code ⓘ

* Password

Cancel

Save

Create New Housekeeper

3. Once confirmed, click save and the housekeeper credentials will be displayed on the main page.

PMS		
Basic Settings	Room Management	Check-in Management
Wakeup Service	Mini Bar	Housekeeper
Add		
Housekeeper Code ↕	Password	Options
9898	1324	
Total 1 1 10 / page Goto		

The housekeeper credentials defined on the PBX are unique and can be linked to any available room defined on the room management with the corresponding extension, this can be done by setting up a feature code specific to each housekeeper credential.

PMS FEATURE CODES

The Local PMS service includes a pre-defined feature codes section exclusive for the PMS actions such as :

- PMS Wakeup service
- Update PMS Room Status
- PMS Remote Wake-up Service

The feature codes can be accessed from the **Basic Call Features→Feature Codes→Feature Codes** tab.

PMS	
• PMS Wakeup Service:	*35 ☒
• PMS Remote Wakeup Service:	*37 ☒
• Update PMS Room Status:	*23 ☒

PMS Feature Codes

These feature codes are dialed from the endpoint available in the hotel room or from the reception to trigger a specific action, these actions are communicated by an IVR system in the IP phone to give the user options to choose which action to perform.

PMS Wakeup Service

The PMS Wakeup Service is accessed by dialing the feature code *35. The IVR allows users to add, update, activate, or deactivate a wake-up service. Each action is mapped to a specific IVR menu option.

For example, the IVR may prompt the user to press 1 to add a wake-up service, 2 to update it, 3 to activate it, or 4 to deactivate it.

Update PMS Room Status

The update room status feature code for a Local PMS room can be used in two ways:

1. **Using the IVR prompts:** Dial the room status feature code followed by the housekeeper code. After the system prompt, enter the key corresponding to the desired room status. The IVR will then request selection of either Room Cleaning service (press 1) or Room Repair service (press 2).
 - **Example:** A housekeeper with code 0001 dials *230001, listens to the available status options, and presses 1 to set the room status to Available.
2. **Direct status update (no prompts):** Dial the room-status feature code, followed by * (star), the housekeeper code, another * (star), and the room-status option key. This bypasses the IVR prompts and directly updates the room status.
 - **Example:** A housekeeper with code 0001 dials 230001*1 to set the room status to Available, assuming the housekeeper already knows the status option codes.

PMS Remote Wakeup Service

Dial this code to add, update, activate, and deactivate the PMS wakeup service for other extensions. this feature is used in the reception to manage many endpoints at the same time, to do that you can enter the Room's Extension number followed by the Pound "#" key.

SUPPORTED MODELS

The following table describes the supported local PMS features for each Grandstream PBX.

PMS Feature	UCM6300/A	CloudUCM	SoftwareUCM	GCC PBX
Reservations	Yes	Yes	Yes	No
Check-In / Check-Out	Yes	Yes	Yes	Yes
Billing	Yes	Yes	Yes	No
Room Status	Yes	Yes	Yes	Yes
Wake-Up Service	Yes	Yes	Yes	Yes
Mini Bar	Yes	Yes	Yes	Yes
Room Types & Pricing	Yes	Yes	Yes	No
Room Groups	Yes	Yes	Yes	No
Availability Calendar	Yes	Yes	Yes	No
Guest Self-Service	Yes	Yes	Yes	No
Guest List	Yes	Yes	Yes	No
Check-In / Check-Out History	Yes	Yes	Yes	Yes
Voicemail Backup	Yes	No	Yes	Yes
PMS Feature Codes	Yes	Yes	Yes	Yes
